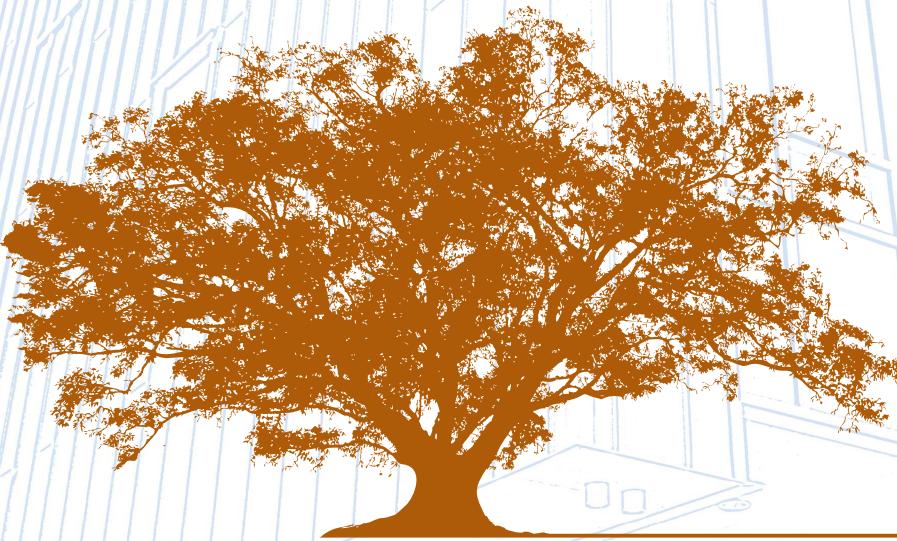




mississippi department of
Information Technology Services

Information Technology Course Catalog



EASTWOOD

EDUCATION CENTER

3771 Eastwood Drive | Jackson, MS 39211

January-March 2014

This catalog is also
available online at
www.its.ms.gov

About the ITS Institute: The Mississippi Department of Information Technology Services (ITS) Education Services Division offers an ongoing educational program designed to enhance and improve the computer and communication skills of personnel within state government. The training program is commonly called the ITS Institute. The curriculum is structured so that a person with no experience can begin with an introductory course and, if appropriate, progress to highly advanced levels of information processing.

The ITS Institute uses an automated system for course scheduling, registration, permanent records, and student transcripts. This system provides the necessary documentation for state agencies and the students regarding their training accomplishments. Certificates are provided to students upon successful completion of courses.

During Fiscal Year 2013, ITS offered approximately 236 instructor led classes to approximately 1,125 students, representing numerous state agencies, universities, community colleges, and governing authorities. The Institute curriculum has been expanded as the demand for information systems skills has increased. The ITS Institute provides the necessary education and training to make state personnel more productive at a significantly lower cost than outside training sources.

Customized Training: The ITS Institute has the resources to provide instruction in almost any information systems area needed by state government employees. In addition to the regularly scheduled courses, we will design a class to meet your specific training needs. We also provide online training in conjunction with MindLeaders.

Continuing Education is the Key to Success:

The future of Mississippi government depends on efficient execution of the services it provides. State budget constraints make it imperative that agencies use information technology effectively to increase personnel productivity. If agencies cannot perform their tasks more efficiently, services which they provide cannot be maintained, much less expanded to meet pressing needs. Continuing education and training are essential for the effective planning, implementation, support, and use of these technological solutions. The ITS Education Services Division offers an excellent means of fulfilling these goals in a cost-effective way.

Other Services Offered by ITS:

ITS offers a variety of other services including on-site training assistance and follow-up, system analysis, design, programming, documentation, project management, feasibility studies, long-range planning, procurement, telephone services, and general consulting. If we can be of service to you in any of these areas, please call (601) 432-8000.

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General Information

Welcome to the ITS Institute:

The ITS Institute, administered for the State of Mississippi by the Department of Information Technology Services, offers an educational program designed to enhance and improve the skills of information processing personnel within state government.

Facilities:

The ITS Institute is located at 3771 Eastwood Drive, in Jackson, MS. The Institute has two hands-on training labs. These labs are configured with a variety of PC applications and have communications capabilities with the mainframe at the State Data Center.

Instructors:

Highly trained individuals who work in the industry or are instructors at state colleges and universities teach ITS Institute classes. Instructors possess years of practical experience, as well as academic credentials. Constant monitoring and evaluation of instructors ensure that classes are taught by individuals with a wide range of knowledge, as well as exceptional teaching skills.

Registration:

Registration forms are included at the back of this catalog and must be returned 30 days prior to the class begin date to allow enough time to order materials for the courses. If it is impossible to have these forms returned by the date specified, please contact the ITS Institute and indicate the number of students to be enrolled in each course.

Class Size:

Class enrollment will be on a first-come, first-served basis. Class size is limited, and ITS reserves the right to establish class size and limit the number of students from each agency if the class size has to be cut. The ITS Institute reserves the right to cancel any class due to under-enrollment or other reasonable cause.

Textbooks & Materials:

The textbooks and materials used for each course are listed on the schedule. Each student must indicate on the registration form whether he or she needs materials for the course. Textbooks and materials will be ordered based on the information provided on the registration form.

Class Confirmation:

As soon as registration forms have been received and plans for the January to March classes have been finalized, students will be notified of the exact starting dates, instructors, and locations for each class at least two weeks prior to the first day of class.

Cancellations and Substitutions:

Registrants of ITS-conducted classes who cancel within 10 days of the first class meeting will be billed the full tuition. Registrants of vendor-conducted classes who cancel within 30 days of the first class meeting will be billed the full tuition. Substitutions are permissible any time prior to and including the day on which the course begins.

On-Line Training: The ITS Institute has an agreement with Skillsoft to provide self-paced training to Mississippi public entities. State agencies, county and local governments, public schools, and institutions of higher learning are eligible to participate in this agreement. Skillsoft offers over 3,200 courses available via the Intranet or the Internet. Training is available anywhere, anytime. Please visit the ITS/Skillsoft website via the ITS website, www.its.ms.gov, for more course information.

Charges: The total charge for ITS classes includes tuition, lab fee, and materials fee. See the schedule for estimated charges for individual classes.

Tuition for ITS classes is categorized as follows:

Course Type	State Employees	Non-State Employees
Overview courses less than 4 hours (IL)*	Free	\$100.00
Courses 10 hours or less (IL)*	\$100.00	\$400.00
Courses 11—20 hours (IL)*	\$150.00	\$450.00
Courses 21—30 hours (IL)*	\$300.00	\$600.00
Vendor-conducted course**	See Schedule	Contact ITS
Online Training (Skillchoice Complete)	\$225.00/yr	N/A
Online Training (Full Library)	\$150.00/yr	N/A
Online Training (Technical)	\$150.00/yr	N/A
Online Training (Business)	\$150.00/yr	N/A
Online Training (Desktop)	\$55.00/yr	N/A

* Instructor Led Courses

** The maximum charges for on-site, vendor-conducted courses are listed on the schedule. Scheduling vendor-conducted courses on-site results in significant savings to the State for tuition and travel expenses.

Nonexempt Employees:

For state agencies who are sending nonexempt employees to classes meeting after normal working hours, the agency must evaluate their liability for overtime for these employees as provided by the Fair Labor Standards Act. If you have questions as to whether an employee is exempt, please contact the State Personnel Board. This statement does not apply to individuals who are paying for courses themselves.

For More Information:

If you have questions regarding this catalog or the ITS Institute, please contact:

Susan McClain, Education Specialist (601) 432-8186

Connie Smith, Education Assistant..... (601) 432-8051

A+ CERTIFICATION

(EXAMS 220-801; 220-802)

Brief Course Description:



This course will prepare you for the CompTIA A+ Exam numbers 220-801 and 220-802. Topics covered include:

- hardware fundamentals
- operating system fundamentals
- operational procedures
- peripheral components
- managing system components
- installing & configuring operating systems
- customized client environments
- networking technologies
- installing, configuring, & maintaining SOHO networks
- supporting laptops
- mobile computing
- supporting printers
- security
- troubleshooting hardware components
- troubleshooting system-side issues.

Prerequisites: Students should have a basic knowledge of Windows-based personal computers, as well as a basic knowledge of computing concepts.

Materials & Approximate Course Cost:

Tuition for state employees	\$300.00
Lab Fees	\$125.00
<i>CompTIA A+ Certification (Exams 220-801 and 220-802)</i>	70.00
Estimated Costs for State Employee	\$495.00

Course: CA+801802

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1403	Starting Monday, February 10, 2014, for 1 week	Monday - Friday 8:30 AM – 4:30 PM Classroom 107	3771 Eastwood Dr. Jackson, MS Chris Keller

INTERCONNECTING CISCO NETWORK DEVICES: LEVEL 1

Brief Course Description:



This course presents the concepts, commands, and practice required to configure Cisco switches and routers in multiprotocol internetworks. Topics covered include:

- operating and configuring a Cisco IOS Device
- managing your network environment
- configuring catalyst switch operations
- extending switched networks with VLANs
- determining IP routes
- managing IP traffic with access links
- establishing serial point-to-point connections
- establishing frame relay connections
- completing ISDN calls.

Prerequisites: Students should have A+ and Network+ experience.

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: CNHICND1

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1401	Starting Monday, February 10, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM Suite R-101, 1855 Lakeland Dr. Systems IT Jackson, MS	SYSTEMS IT

INTERCONNECTING CISCO NETWORK DEVICES: LEVEL 2

Brief Course Description:



This course focuses on skills and knowledge necessary to install, operate, and troubleshoot a small to medium-sized branch office Enterprise network, including configuring several switches and routers, connecting to a WAN, and implementing network security. Topics covered include:

- small network implementation
- medium-sized switched network construction
- medium-sized routed network construction
- single area OSPF
- EIGRP implementation
- access control lists
- address space management
- LAN extension to a WAN.

Prerequisites: INTERCONNECTING CISCO NETWORK DEVICES: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: CNHICND2

Section Information:

Section:	Date & Time Info:		Location:		Instructor:	
1401	Starting Monday, March 3, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

ADMINISTERING WINDOWS SERVER 2012

Brief Course Description:



Topics covered include:

- implementing a Group Policy infrastructure
- managing user desktops with Group Policy
- managing user & service accounts
- maintaining Active Directory Domain Services
- configuring & troubleshooting DNS
- configuring & troubleshooting Remote Access
- installing, configuring, & troubleshooting the Network Policy Server Role
- implementing Network Access Protection
- optimizing File Services
- configuring encryption & advanced auditing
- deploying & maintaining server images
- implementing Update Management
- monitoring Windows Server 2012.

Prerequisites: INSTALLING & CONFIGURING WINDOWS SERVER 2012

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: CNH20411

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1402	Starting Monday, March 31, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS SYSTEMS IT



ADVANCED SOLUTIONS OF MICROSOFT EXCHANGE SERVER 2013

Brief Course Description:



Students will learn how to configure and manage a Microsoft Exchange Server 2013 messaging environment. Topics covered include:

- designing & implementing Exchange Server 2013 Unified Messaging & site resiliency
- planning virtualization for Exchange Server 2013
- designing & implementing message transport security, message retention, messaging compliance, and administrative security & auditing
- managing Exchange Server 2013 with Exchange Management Shell
- designing & implementing integration with Exchange Online
- designing & implementing messaging coexistence
- designing & implementing Exchange Server migrations & upgrades.

Prerequisites: CORE SOLUTIONS OF MICROSOFT EXCHANGE SERVER 2013

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: CNH20342

Section Information:

Section:	Date & Time Info:		Location:	Instructor:
1403	Starting Monday, March 17, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT 1855 Lakeland Dr. Jackson, MS

CONFIGURING WINDOWS SERVER 2008 ACTIVE DIRECTORY DOMAIN SERVICES

Brief Course Description:



Topics covered include:

- installing Active Directory Domain Services
- configuring DNS for AD DS
- configuring AD objects & trusts
- configuring AD sites & replication
- creating & configuring Group Policies
- configuring user environments using Group Policies
- implementing security using Group Policies
- implementing an AD Domain Services monitoring plan
- implementing an AD Domain Services maintenance plan
- troubleshooting
- troubleshooting Group Policies issues
- implementing an AD Domain Services infrastructure.

Prerequisites: Students should have a basic understanding of network operating systems.

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: CNH6425

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1403	Starting Monday, February 10, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS SYSTEMS IT



CORE SOLUTIONS OF MICROSOFT EXCHANGE SERVER 2013

Brief Course Description:



Students will learn how to configure and manage a Microsoft Exchange Server 2013 messaging environment. Topics covered include:

- deploying & managing Exchange Server 2013
- planning & configuring mailbox servers
- managing recipient objects
- planning & deploying client access servers
- planning & configuring messaging client connectivity
- planning & configuring message transport
- planning & implementing high availability
- planning & implementing disaster recovery
- planning & configuring message security options
- planning & configuring administrative security & auditing
- monitoring & troubleshooting Exchange Server 2013.

Prerequisites: Students must have at least two years of experience administering Windows Server, working with AD DS, working with name resolution, including DNS, & working with certificates, including PKI certificates.

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: CNH20341

Section Information:

Section:	Date & Time Info:		Location:	Instructor:
1404	Starting Monday, January 27, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT 1855 Lakeland Dr. Jackson, MS SYSTEMS IT

INSTALLING & CONFIGURING WINDOWS SERVER 2012

Brief Course Description:



Topics covered include:

- deploying & managing Windows Server 2012
- introduction to AD Domain Services
- managing AD Domain Services Objects
- automating AD Domain Services administration
- implementing IPv4
- implementing DHCP, DNS, IPv6
- local storage, file & print services
- group policy
- securing Windows servers by using group policy objects
- implementing server virtualization with Hyper-V.

Prerequisites: Students must have an understanding of networking fundamentals and configuring security & administration tasks in an enterprise environment, as well as experience supporting or configuring MS Windows clients.

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: CNH20410

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1402	Starting Monday, March 3, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS SYSTEMS IT



CLOUD ESSENTIALS

Brief Course Description:



Topics covered include:

- introduction to Cloud Computing
- business value of Cloud Computing
- technical perspectives of Cloud Computing
- technical challenges of Cloud Computing
- steps to successful adoption of Cloud services
- ITIL & Cloud computing
- identifying risks & consequences.

Prerequisites:

It is recommended that you have at least six months of experience in an IT environment, with direct involvement in IT-related tasks, responsibilities, and/or decision making.

Materials & Approximate Course Cost:

Tuition for state employees	\$150.00
Lab Fees	\$47.00
Estimated Costs for State Employee	\$197.00

Course: CCLOUDE

Section Information:

Section:	Date & Time Info:		Location:	Instructor:	
1401	Starting Wednesday, January 29, 2014, for 2 days	Wednesday & Thursday	8:30 AM – 4:30 PM	Classroom 107 3771 Eastwood Dr. Jackson, MS	Russell Walker

ACCESS 2010: LEVEL 1

Brief Course Description:



Topics covered include:

- building the structure of a database
- managing data in a table
- querying a database
- designing forms
- generating reports.

Prerequisites: Introduction to Windows

Materials & Approximate Course Cost:

Tuition for state employees	\$150.00
Lab Fees	\$47.00
<i>Access 2010: Level 1</i>	20.00
Estimated Costs for State Employee	\$217.00

Course: CAC101

Section Information:

Section:	Date & Time Info:		Location:	Instructor:
1405	Starting Monday, January 13, 2014, for 2 days	Monday & Tuesday	8:30 AM – 4:30 PM	Classroom 107 3771 Eastwood Dr. Jackson, MS
1406	Starting Monday, March 17, 2014, for 2 days	Monday & Tuesday	8:30 AM – 4:30 PM	Classroom 107 3771 Eastwood Dr. Jackson, MS

ACCESS 2010: LEVEL 2

Brief Course Description:



Topics covered include:

- controlling data entry
- joining tables
- creating flexible queries
- improving forms
- customizing reports
- sharing data across applications.

Prerequisites: ACCESS 2010: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	\$150.00
Lab Fees	\$47.00
Access 2010: Level 2	20.00
Estimated Costs for State Employee	\$217.00

Course: CAC102

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1404	Starting Monday, February 3, 2014, for 2 days	Monday & Tuesday 8:30 AM – 4:30 PM	Classroom 107 3771 Eastwood Dr. Jackson, MS

ACCESS 2010: LEVEL 3

Brief Course Description:



Topics covered include:

- structuring existing data
- writing advanced queries
- simplifying tasks with macros
- creating effective reports
- maintaining an Access database.

Prerequisites: ACCESS 2010: LEVEL 2

Materials & Approximate Course Cost:

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Access 2010: Level 3</i>	20.00
Estimated Costs for State Employee	\$145.00

Course: CAC103

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1403	Starting Wednesday, March 5, 2014, for 1 day	Classroom 108 3771 Eastwood Dr. Jackson, MS	Russell Walker

QUERYING MICROSOFT SQL SERVER 2012

Brief Course Description:



Students will learn technical skills required to write basic Transact SQL queries. This course is the foundation for all SQL Server-related disciplines. Topics covered include:

- introduction to SQL Server 2012
- introduction to Transact SQL Querying
- writing SELECT queries
- querying multiple tables
- sorting & filtering data
- working with SQL Server Denali Data types
- using built-in functions
- grouping & aggregating data
- using subqueries
- using table expressions
- using set operators
- using Window ranking, offset & aggregate functions
- pivoting & grouping sets
- querying SQL Server metadata
- programming with T-SQL.

Prerequisites:

Students must have a working knowledge of relational databases and the Microsoft Windows operating system & its core functionality, as well as a basic understanding of virtualization technology.

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: CNH10774

Section Information:

Section:	Date & Time Info:		Location:	Instructor:
1402	Starting Monday, March 31, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT 1855 Lakeland Dr. Jackson, MS

DREAMWEAVER CS6: LEVEL 1

Brief Course Description:



In this course, students will create Web pages while focusing on the content, styling, and design. Topics covered include:

- getting started with Dreamweaver
- creating a Website
- creating Web pages
- using CSS
- inserting images
- inserting tables & importing content
- creating reusable site assets
- linking Web pages
- sending the Website to the Web server.

Prerequisites: Students should be familiar with Web design.

Materials & Approximate Course Cost:

Tuition for state employees	\$295.00
Estimated Costs for State Employee	\$295.00

Course: CDWCS61

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1402	Starting Wednesday, March 5, 2014, for 1 day	8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS SYSTEMS IT

DREAMWEAVER CS6: LEVEL 2

Brief Course Description:



In this course, students will develop fluid CSS layouts, implement mobile integration techniques, and share files over a server to work in a collaborative manner. Topics covered include:

- identifying Website requirements
- creating layouts
- formatting Web pages
- creating forms
- integrating media files with Dreamweaver
- using mobile integration techniques
- previewing & testing a Website
- managing Website files.

Prerequisites: DREAMWEAVER CS6: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	\$295.00
Estimated Costs for State Employee	\$295.00

Course: CDWCS62

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1402	Starting Thursday, March 6, 2014, for 1 day	8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS SYSTEMS IT

INDESIGN CS6: LEVEL 1

Brief Course Description:



This course provides the tools to give documents a well-designed, professional look. Topics covered include:

- getting started with InDesign
- designing a document
- customizing a document
- working with Page Elements
- building tables
- preparing a document for delivery.

Prerequisites: None

Materials & Approximate Course Cost:

Tuition for state employees	\$295.00
Estimated Costs for State Employee	\$295.00

Course: CINDCS61

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1402	Starting Wednesday, March 12, 2014, for 1 day	8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS SYSTEMS IT

INDESIGN CS6: LEVEL 2

Brief Course Description:



This course teaches the advanced InDesign techniques to enhance the look and functionality of documents. Topics covered include:

- creating documents for multiple formats
- managing advanced Page Elements
- managing styles
- building complex paths
- managing external files
- creating dynamic documents
- managing long documents
- publishing InDesign files for other formats
- customizing print settings.

Prerequisites: INDESIGN CS6: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	\$295.00
Estimated Costs for State Employee	\$295.00

Course: CINDCS62

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1402	Starting Thursday, March 13, 2014, for 1 day	8:00 AM - 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS SYSTEMS IT

PUBLISHER 2010: LEVEL 1

Brief Course Description:



This course teaches the core features and functions of Publisher 2010. Topics covered include:

- basic publications
- multi-page publications
- working with text
- tables
- layout and design techniques
- finalizing documents.

Prerequisites: INTRODUCTION TO WINDOWS

Materials & Approximate Course Cost:

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Publisher 2010: Basic</i>	20.00
Estimated Costs for State Employee	\$145.00

Course: CPUB101

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1403	Starting Wednesday, February 19, 2014, for 1 day	Classroom 108	Charlie Case

PUBLISHER 2010: LEVEL 2

Brief Course Description:



This course builds on the skills and concepts taught in Publisher 2010 Basic. Topics covered include:

- basic design options
- typography
- long publications
- mail merge and catalog merge
- interactive forms
- Web site publishing.

Prerequisites: PUBLISHER 2010: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Publisher 2010: Advanced</i>	20.00
Estimated Costs for State Employee	\$145.00

Course: CPUB102

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1403	Starting Thursday, February 20, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr. Jackson, MS Charlie Case

WEB DESIGN WITH HTML5 AND CSS3: LEVEL 1

Brief Course Description:



In this course, students will use HTML5 to create and design Web pages. Topics covered include:

- creating a basic Web page
- structuring content
- applying styles using CSS
- working with tables
- navigating a website.

Prerequisites: Students should be familiar with Windows or Mac operating systems, word processing skills, and the Internet.

Materials & Approximate Course Cost:

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Web Design with HTML5 and CSS3: Level 1</i>	20.00
Estimated Costs for State Employee	\$145.00

Course: CWEBCSS31

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1403	Starting Monday, March 10, 2014, for 1 day	Classroom 107	3771 Eastwood Dr. Jackson, MS

WEB DESIGN WITH HTML5 AND CSS3: LEVEL 2

Brief Course Description:



In this course, students will use HTML5 to create advanced Web pages and test their validity. Topics covered include:

- creating Web page layouts
- managing CSS
- testing a Website
- creating advanced navigation
- incorporating advanced navigation
- incorporating metacontent & multimedia
- creating basic forms.

Prerequisites: WEB DESIGN WITH HTML5 AND CSS3: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Web Design with HTML5 and CSS3: Level 1</i>	20.00
Estimated Costs for State Employee	\$145.00

Course: CWEBCSS32

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1403	Starting Tuesday, March 11, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 107	3771 Eastwood Dr. Jackson, MS TBD

WEB DEVELOPMENT WITH VISUAL STUDIO 2010, INTRODUCTION

Brief Course Description:



This course provides knowledge and skills for developing Web applications by using Microsoft Visual Studio 2010. Topics covered include:

- exploring ASP.NET Web applications in Visual Studio 2010
- creating Web applications by using Visual Studio 2010 & .NET-based languages
- creating an ASP.NET Web form
- adding functionality to an ASP.NET Web form
- implementing Master Pages & user controls
- validating user input
- troubleshooting ASP.NET Web applications
- managing data in an ASP.NET 4.0 Web application
- managing data access tasks by using LINQ
- managing data by using ASP.NET dynamic data
- creating an ASP.NET Ajax-enabled Web forms application
- more.

Prerequisites: Students must have at least 1 month's experience with .NET technologies, knowledge of HTML or DHTML, and programming experience using Visual Basic .NET or Visual C# .NET.

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: CNH10267

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1402	Starting Monday, March 24, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS SYSTEMS IT



ITIL FOUNDATION 2011 EDITION

Brief Course Description:



In this course, students will get an introduction to the lifecycle of managing IT services to deliver to business expectations. Topics covered include:

- introduction
- service strategy
- service design
- service transition
- service operation
- continual service improvement
- exam preparation.

Prerequisites: Familiarity with IT terminology and IT-related work experience are recommended, but not required.

Materials & Approximate Course Cost:

Tuition for state employees	\$1,675.00
Estimated Costs for State Employee	\$1,675.00

Course: CNHITIL1

Section Information:

Section:	Date & Time Info:		Location:		Instructor:	
1401	Starting Wednesday, January 22, 2014, for 3 days	Wednesday, Thursday & Friday	8:00 AM – 4:30 PM ON LINE LIVE	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT
1402	Starting Monday, March 17, 2014, for 3 days	Monday, Tuesday & Wednesday	8:00 AM – 4:30 PM ON LINE LIVE	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

ADMINISTERING SYSTEM CENTER 2012 CONFIGURATION MANAGER

Brief Course Description:



Students will gain the knowledge and skills to configure and manage a System Center 2012 Configuration Manager site. Topics covered include:

- overview of System Center 2012 Configuration Manager
- discovering & organizing resources
- managing the Configuration Manager Client
- managing inventory & software metering
- querying & reporting data
- managing software deployments by using packages & programs
- creating & deploying applications
- managing application development
- deploying & managing software updates
- implementing EndPoint Protection
- managing compliance settings & mobile devices
- configuring Wake On LAN.

Prerequisites: System administrator-level working knowledge of networking fundamentals, AD principles & management, Windows Server management, Windows client fundamentals, SQL Server 2008, basic public key infrastructure concept

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: CNH10747

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1403	Starting Monday, March 24, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS SYSTEMS IT

CONFIGURING & TROUBLESHOOTING A WINDOWS SERVER 2008 NETWORK

Brief Course Description:



Students will learn to implement and configure secure network access and implement fault-tolerant storage technologies. Topics covered include:

- installing & configuring servers
- configuring & troubleshooting DNS
- configuring & managing WINs
- configuring & troubleshooting DHCP
- configuring & troubleshooting IPv6 TCP/IP
- configuring & troubleshooting routing & remote access
- installing, configuring & troubleshooting the network policy server role service
- configuring network access protection
- configuring IPsec
- monitoring & troubleshooting IPsec
- configuring & managing distributed file system
- more.

Prerequisites: Students should be familiar with Active Directory knowledge & concepts.

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: CNH6421

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1401	Starting Monday, January 13, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS SYSTEMS IT

NETWORK+ (EXAM N10-005)

Brief Course Description:



This course prepares students for the CompTIA Network+ Exam N10-005 and builds on your existing user-level knowledge & experience with personal computer operating systems & networks to present the fundamental skills & concepts that you will need to use on the job. Topics covered include:

- network theory
- network communications methods
- network media & hardware
- network implementations
- networking models
- TCP/IP addressing & data delivery
- TCP/IP services
- LAN infrastructure
- WAN infrastructure
- remote networking
- system security
- network security
- network security threats & attacks
- network management
- network troubleshooting.

Prerequisites: It is recommended that students have CompTIA A+ certification, or the equivalent skills & knowledge, but it is not required.

Materials & Approximate Course Cost:

Tuition for state employees	\$300.00
Lab Fees	\$125.00
<i>Network+ (EXAM N10-005)</i>	70.00
Estimated Costs for State Employee	\$495.00

Course: CNET+11

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1403	Starting Monday, February 24, 2014, for 1 week	Monday - Friday 8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr. Jackson, MS Charlie Case

NETWORKING AND SECURITY FUNDAMENTALS

Brief Course Description:



This program provides an entry point to a future career in technology. Topics covered include:

- understanding local area networking
- defining networks with the OSI model
- understanding wired & wireless networks and Internet protocol
- implementing TCP/IP in the Command Line
- working with networking services
- understanding wide area networks
- defining network infrastructure & network security
- understanding security layers
- authentication, authorization, & accounting
- understanding security policy and network security
- protecting the server and client.

Prerequisites: None

Materials & Approximate Course Cost:

Tuition for state employees	\$1,195.00
Estimated Costs for State Employee	\$1,195.00

Course: CNH40032

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1402	Starting Monday, March 17, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM	Suite R-101, 1855 Lakeland Dr. Systems IT Jackson, MS

ADOBE ACROBAT 11.0: LEVEL 1

Brief Course Description:



In this course, students will use Adobe Acrobat 11 to create and manage PDF documents. Topics covered include:

- accessing PDF documents
- creating & saving PDF documents
- navigating content in a PDF document
- modifying PDF documents
- reviewing PDF documents
- converting PDF files.

Prerequisites: Basic experience with computers and common Microsoft applications, such as word processing, spreadsheet, and Web browser applications.

Materials & Approximate Course Cost:

Tuition for state employees	\$295.00
Estimated Costs for State Employee	\$295.00

Course: CNHADAC111

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1402	Starting Monday, March 3, 2014, for 1 day	8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS SYSTEMS IT

ADOBE ACROBAT 11.0: LEVEL 2

Brief Course Description:



In this course, students will use advanced Acrobat 11 to convert documents to PDF files, enhance and customize PDF documents for interactive use online, and prepare them for printing. Topics covered include:

- creating PDFs from technical documents
- enhancing PDF documents
- creating interactive PDF forms
- finalizing PDF files for commercial printing
- customizing the Acrobat XI Pro workspace
- securing PDF documents.

Prerequisites: ADOBE ACROBAT 11.0: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	\$295.00
Estimated Costs for State Employee	\$295.00

Course: CNHADAC112

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1402	Starting Tuesday, March 4, 2014, for 1 day	8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS SYSTEMS IT

PHOTOSHOP CS6: LEVEL 1

Brief Course Description:



This course focuses on the basic features of Photoshop so that the student can navigate the environment and use the Photoshop tools to work with photographic images. Topics covered include:

- getting started with Photoshop
- beginning with image basics
- managing selections & layers
- making image adjustments
- refining images
- saving images for Web & print.

Prerequisites: A basic understanding of graphic design file formats and common design tools is recommended.

Materials & Approximate Course Cost:

Tuition for state employees	\$295.00
Estimated Costs for State Employee	\$295.00

Course: CPHOTOCS61

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1402	Starting Monday, March 10, 2014, for 1 day	8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS SYSTEMS IT

PHOTOSHOP CS6: LEVEL 2

Brief Course Description:



This course delves into some of the more advanced image creation and editing techniques and offers hands-on activities that demonstrate how Photoshop techniques can be used in combination to create exciting visual effects. Topics covered include:

- creating Raster Images
- working with Vector Image Tools
- using advanced layer techniques
- automating tasks
- creating & editing video.

Prerequisites: PHOTOSHOP CS6: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	\$295.00
Estimated Costs for State Employee	\$295.00

Course: CPHOTOCS62

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1402	Starting Tuesday, March 11, 2014, for 1 day	8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS SYSTEMS IT

POWERPOINT 2010: LEVEL 1

Brief Course Description:



This course covers the basic functions of PowerPoint 2010. Topics covered include:

- the PowerPoint window
- new presentations
- formatting slides
- drawing objects
- graphics
- tables & charts
- modifying presentations
- proofing & delivering presentations.

Prerequisites: INTRODUCTION TO WINDOWS

Materials & Approximate Course Cost:

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>PowerPoint 2010: Basic</i>	20.00
Estimated Costs for State Employee	\$145.00

Course: CPP101

Section Information:

Section:	Date & Time Info:		Location:	Instructor:
1403	Starting Wednesday, January 29, 2014, for 1 day	8:30 AM – 4:30 PM	Classroom 108	3771 Eastwood Dr. Jackson, MS

POWERPOINT 2010: LEVEL 2

Brief Course Description:



Topics covered include:

- custom presentation options
- graphic & multimedia content
- customizing SmartArt graphics & tables
- action buttons & custom slide shows
- distributing a presentation
- integrating Microsoft Office files.

Prerequisites: POWERPOINT 2010: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>PowerPoint 2010: Advanced</i>	20.00
Estimated Costs for State Employee	\$145.00

Course: CPP102

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1403	Starting Thursday, January 30, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr. Jackson, MS Anne Butler

CONFIGURING WINDOWS 8

Brief Course Description:



Topics covered include:

- installing Windows 8
- upgrading & migrating to Windows 8
- managing disks & device drivers
- configuring & troubleshooting network connections
- implementing wireless network connections
- implementing network security
- configuring file access & printers on Windows 8 clients
- securing Windows 8 desktops
- configuring applications
- optimizing & maintaining Windows 8 client computers
- configuring mobile computing & remote access
- implementing Hyper-V
- troubleshooting & recovering Windows 8
- using Windows PowerShell.

Prerequisites: Students must have an understanding of networking fundamentals, AD DS principles, PKI components, MS Windows Server 2008 fundamentals, Windows client fundamentals, and WAIK components.

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: CNH20687

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1403	Starting Monday, January 13, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS SYSTEMS IT

MANAGING & MAINTAINING WINDOWS 8

Brief Course Description:



This course teaches how to design the installation, configuration, and maintenance of Windows 8. Topics covered include:

- planning & implementing management of Windows 8
- designing & implementing an installation strategy
- planning & implementing authentication for Windows 8
- planning & implementing IP addressing & Intranet connectivity
- implementing an application strategy for Windows 8
- planning & implementing a solution for user settings
- configuring Cloud services
- implementing Windows Intune
- planning & implementing access to file and print resources
- planning & implementing encryption for Windows 8
- more.

Prerequisites: Experience managing & maintaining Windows client OS, Windows application installation & support, Windows OS installation & updates, understanding of how Windows client computers integrate with server computers.

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: CNH20688

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1402	Starting Monday, February 24, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS SYSTEMS IT

PLANNING & MANAGING WINDOWS 7 DESKTOP DEVELOPMENT

Brief Course Description:



Topics covered include:

- preparing to deploy Windows 7 business desktops
- assessing application compatibility in Windows 7
- evaluating Windows 7 deployment methods
- designing standard Windows 7 images
- deploying Windows 7 by using WAIK
- deploying Windows 7 by using Windows Deployment Services
- deploying Windows 7 by using Life Touch Installation
- deploying Windows 7 by using Zero Touch Installation
- migrating user state by using WET and USMT 4.0
- designing, configuring, & managing the client environment
- planning & deploying applications & updates to Windows 7 clients
- planning & deploying Windows 7 by using LTI.

Prerequisites: Students should be support technicians or currently in deployment roles & are looking to take the next step in their careers or enhancing their skills in the areas of planning & deploying Windows 7 desktops.

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: CNH6294

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1402	Starting Monday, January 6, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS SYSTEMS IT



VMWARE VSphere 5.1: INSTALL, CONFIGURE, MANAGE

Brief Course Description:



Topics covered include:

- virtualization infrastructure overview
 - how to install & configure ESXi 5.1
 - virtual & physical networking
 - NAS shared storage
 - virtual hardware & machines
 - configuring identity sources with single sign on
 - vCenter
 - VM rapid deployment using templates
 - ESXi & vCenter permission model
 - using fibre & iSCSI shared storage
 - VMFS
 - resource management & resource pools
 - host profiles
 - backup & recovery with VMware data recovery
 - VM hot & cold migration
 - load balancing
 - failure recovery with high availability
 - patch management with VMware Update Manager
 - managing scalability & performance.

Prerequisites: Students should have some system administration experience on Microsoft Windows or Linux operating systems.

Materials & Approximate Course Cost:

Tuition for state employees \$2,505.00
Estimated Costs for State Employee \$2,505.00

Course: CVMWICM51P

Section Information:

Section:	Date & Time Info:		Location:	Instructor:
1401	Starting Monday, February 24, 2014, for 1 week	Monday - Friday	8:30 AM – 4:30 PM	Classroom 107 3771 Eastwood Dr. Jackson, MS

WINDOWS 7: LEVEL 1

Brief Course Description:



This course teaches the core features & functions of Windows 7. Topics covered include:

- the Windows 7 environment
- files, folders, & libraries
- managing content
- customizing the environment
- Internet Explorer 8.

Prerequisites: None

Materials & Approximate Course Cost:

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Windows 7: Basic</i>	20.00
Estimated Costs for State Employee	\$145.00

Course: CWN71

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1403	Starting Wednesday, March 19, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr. Jackson, MS Charlie Case

ORACLE DATABASE 11G: ADMINISTRATION I

Brief Course Description:



This course provides students with the skills necessary for day-to-day administration of an Oracle database. Topics covered include:

- configuring server for installation
- Enterprise Edition installation
- upgrade, deinstallation, & patching
- manually starting & stopping database services
- exploring Oracle database architecture
- creating an Oracle database
- enabling transparent data encryption
- managing database storage structures
- managing undo data
- network environment
- security
- moving data
- database maintenance & performance monitoring
- managing concurrency & locks
- backup and recovery concepts & configuration.

Prerequisites: The primary audiences for this course are: database administrators, Web server administrators, system administrators, implementation specialists, data center support engineers, senior application designers & developers.

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: COR11DBA1

Section Information:

Section:	Date & Time Info:		Location:	Instructor:
1402	Starting Monday, January 27, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT 1855 Lakeland Dr. Jackson, MS SYSTEMS IT

ORACLE DATABASE 11G: ADMINISTRATION II

Brief Course Description:



This course takes administrators beyond a basic understanding of their duties and provides advanced skills needed to effectively administer an Oracle database installation. Topics covered include:

- managing memory
- managing storage & The Segment Advisor
- globalization
- diagnosing database problems
- recovery concepts
- Oracle Flashback technology
- Flashback database & Flashback data archive
- automating tasks with the Scheduler
- managing database performance
- instance recovery
- configuring RMAN
- backup with RMAN
- RMAN management with EM
- user-managed recovery operations
- using the RMAN recovery catalog
- transporting TableSpaces.

Prerequisites: ORACLE DATABASE 11G: ADMINISTRATION I

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: COR11DBA2

Section Information:

Section:	Date & Time Info:		Location:	Instructor:
1402	Starting Monday, February 24, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT 1855 Lakeland Dr. Jackson, MS

SQL QUERYING: LEVEL 1 (4th Ed.)

Brief Course Description:



This course will teach students how to compose SQL queries to retrieve information from the database. Topics covered include:

- executing a simple query
- performing a conditional search
- working with functions
- organizing data
- retrieving data from multiple tables
- presenting query results.

Prerequisites: Students should be familiar with their computer's operating system and basic operation.

Materials & Approximate Course Cost:

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Fundamentals of SQL Querying</i>	45.00
Estimated Costs for State Employee	\$170.00

Course: CSQL41

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1404	Starting Monday, February 10, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr. Jackson, MS Burrell Brown

SQL QUERYING: LEVEL 2 (4th Ed.)

Brief Course Description:



In this course, students will create advanced SQL queries and manipulate and index tables. Topics covered include:

- advanced querying using subqueries
- manipulating table data
- manipulating the table structure
- working with views
- indexing data.

Prerequisites: SQL QUERYING: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Advanced SQL Querying</i>	45.00
Estimated Costs for State Employee	\$170.00

Course: CSQL42

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1404	Starting Tuesday, February 11, 2014, for 1 day	Classroom 108 3771 Eastwood Dr. Jackson, MS	Burrell Brown

CRYSTAL REPORTS 11: LEVEL 1

Brief Course Description:



In this course, students will build basic list and group reports that work with almost any database. Topics covered include:

- creating a report
- displaying specific report data
- grouping report data
- building formulas
- formatting reports
- enhancing reports
- creating pie charts
- distributing data.

Prerequisites: Students should be familiar with the basic functions of their computer's operating system and have a basic understanding of database concepts.

Materials & Approximate Course Cost:

Tuition for state employees	\$675.00
Estimated Costs for State Employee	\$675.00

Course: CCR111

Section Information:

Section:	Date & Time Info:			Location:	Instructor:
1402	Starting Thursday, January 16, 2014, for 2 days	Thursday & Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS

CRYSTAL REPORTS 11: LEVEL 2

Brief Course Description:



In this course, students will learn how to create more sophisticated reports, including subreports and cross-tabs, and how to increase the speed and efficiency of their reports by using SQL queries. Topics covered include:

- creating running totals
- building cross-tabs in reports
- adding subreports
- creating drill-downs
- enhancing report processing by writing SQL statements
- charting data
- reporting on Excel data with Crystal Reports
- working with prompts
- enhancing report functionality.

Prerequisites: CRYSTAL REPORTS 11: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	\$675.00
Estimated Costs for State Employee	\$675.00

Course: CCR112

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1402	Starting Monday, January 27, 2014, for 2 days	Monday & Tuesday 8:00 AM – 4:30 PM	Suite R-101, Systems IT 1855 Lakeland Dr. Jackson, MS

PROJECT MANAGEMENT PROFESSIONAL (PMP) EXAM PREPARATION

Brief Course Description:



Topics covered include:

- examining professional project management
- initiating a project
- planning project work
- developing project schedules
- developing cost estimates & budgets
- planning project quality, staffing, & communications
- analyzing risks & planning risk responses
- planning project procurement
- executing project work
- managing project procurement
- monitoring & controlling project work
- monitoring & controlling project schedule & costs
- monitoring & controlling project performance & quality
- monitoring & controlling project risk & procurements
- closing the project.

Prerequisites: MICROSOFT PROJECT 2010: LEVEL 1

MICROSOFT PROJECT 2010: LEVEL 2

WORD 2010: LEVEL 1

WORD 2010: LEVEL 2

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: CNHPMP

Section Information:

Section:	Date & Time Info:		Location:	Instructor:
1404	Starting Monday, February 3, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM ON LINE LIVE	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS

MICROSOFT SHAREPOINT DESIGNER 2010: LEVEL 1

Brief Course Description:



In this course, students will use Microsoft Office SharePoint Designer 2010 to create and modify a SharePoint site. Topics covered include:

- getting started with the SharePoint Designer environment
- creating a subsite
- adding content to the site
- formatting a site with cascading style sheets
- linking Web pages
- adding SharePoint components to the site
- automating business processes with workflows.

Prerequisites: MICROSOFT SHAREPOINT FOUNDATION 2010: LEVEL 1
MICROSOFT SHAREPOINT FOUNDATION 2010: LEVEL 2
WEB DEVELOPMENT WITH CASCADING STYLE SHEETS

Materials & Approximate Course Cost:

Tuition for state employees	\$295.00
Estimated Costs for State Employee	\$295.00

Course: CNHSPD101

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1403	Starting Wednesday, February 5, 2014, for 1 day	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS

MICROSOFT SHAREPOINT DESIGNER 2010: LEVEL 2

Brief Course Description:



In this course, students will extend a SharePoint site by including serverside controls and administer a SharePoint site. Topics covered include:

- working with ASP.NET forms
- implementing custom content types
- integrating SharePoint sites with data sources
- manipulating external data sources
- implementing advanced data integration using SharePoint Designer 2010
- creating workflows
- administering a SharePoint site using SharePoint Designer 2010.

Prerequisites: MICROSOFT SHAREPOINT DESIGNER 2010: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	\$295.00
Estimated Costs for State Employee	\$295.00

Course: CNHSPD102

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1403	Starting Thursday, February 6, 2014, for 1 day	8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS SYSTEMS IT



MICROSOFT SHAREPOINT DESIGNER 2013

Brief Course Description:



In this course, students will create and publish custom SharePoint workflows without code using SharePoint Designer 2013. Topics covered include:

- getting started with SharePoint Designer 2013
- customizing & implementing content types
- integrating data sources using SharePoint Designer
- creating workflows with the Workflow Platform
- creating workflows with SharePoint Designer & Visio
- packaging & deploying workflows.

Prerequisites: MICROSOFT SHAREPOINT FOUNDATION 2013: SITE OWNER

Materials & Approximate Course Cost:

Tuition for state employees	\$295.00
Estimated Costs for State Employee	\$295.00

Course: CNHSPD13

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1401	Starting Tuesday, January 21, 2014, for 1 day	8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS SYSTEMS IT

MICROSOFT SHAREPOINT FOUNDATION 2010: LEVEL 1

Brief Course Description:



Topics covered include:

- SharePoint introduction
- working with lists
- working with libraries
- communicating with team members
- working remotely with SharePoint content
- customizing your SharePoint environment
- creating a team site
- performing basic site administration.

Prerequisites: This course is intended for anyone that works with SharePoint team sites, libraries, lists, and items.

Materials & Approximate Course Cost:

Tuition for state employees	\$550.00
Estimated Costs for State Employee	\$550.00

Course: CNHSPF101

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1402	Starting Thursday, March 20, 2014, for 2 days Thursday & Friday	8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS SYSTEMS IT



MICROSOFT SHAREPOINT FOUNDATION 2013: SITE OWNER

Brief Course Description:



In this course, students will learn how to create, configure, and manage a SharePoint Team Site. Topics covered include:

- creating a new site
- adding & configuring libraries
- adding & configuring lists
- configuring site settings, navigation, & search
- assigning permissions & access rights
- configure content roll-up
- summary links
- & site maps.

Prerequisites: Students should have basic end-user skills with Windows 8 and any or all of the Microsoft Office 2007, 2010, or 2013 suite components, as well as basic competence with Internet browsing.

Materials & Approximate Course Cost:

Tuition for state employees	\$295.00
Estimated Costs for State Employee	\$295.00

Course: CNHSPF13SO

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1401	Starting Thursday, January 23, 2014, for 1 day	8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS SYSTEMS IT



MICROSOFT SHAREPOINT FOUNDATION 2013: SITE USER

Brief Course Description:



In this course, students will learn how to use a SharePoint Team Site to access, store, and share information and documents. Topics covered include:

- accessing & navigating SharePoint Team Sites
- working with documents, content, & libraries
- working with lists
- configuring your SharePoint profile
- integrating with Microsoft Office
- working offline & remotely with SharePoint.

Prerequisites: Students should have basic end-user skills with Windows 8 and any or all of the Microsoft Office 2007, 2010, or 2013 suite components, as well as basic competence with Internet browsing.

Materials & Approximate Course Cost:

Tuition for state employees	\$295.00
Estimated Costs for State Employee	\$295.00

Course: CNHSPF13SU

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1401	Starting Wednesday, January 22, 2014, for 1 day	8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS SYSTEMS IT

EXCEL 2010: LEVEL 1

Brief Course Description:



This course teaches the basic functions and features of Excel 2010. After an introduction to spreadsheet terminology and Excel's window components, students will learn how to use the Help system and navigate worksheets and workbooks. Topics covered include:

- getting started
- entering and editing data
- modifying a worksheet
- functions
- formatting
- printing
- charts
- managing large workbooks.

Prerequisites: INTRODUCTION TO WINDOWS

Materials & Approximate Course Cost:

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Excel 2010: Basic</i>	20.00
Estimated Costs for State Employee	\$145.00

Course: CEX101

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1404	Starting Wednesday, January 15, 2014, for 1 day	Classroom 107	Anne Butler
	8:30 AM – 4:30 PM	3771 Eastwood Dr. Jackson, MS	
1405	Starting Wednesday, March 19, 2014, for 1 day	Classroom 107	Anne Butlet
	8:30 AM – 4:30 PM	3771 Eastwood Dr. Jackson, MS	

EXCEL 2010: LEVEL 2

Brief Course Description:



Topics covered include:

- using multiple worksheets & workbooks
- advanced formatting
- outlining & subtotals
- cell & range names
- tables
- Web & sharing features
- advanced charting
- documenting & auditing
- templates & settings.

Prerequisites: EXCEL 2010: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Excel 2010: Intermediate</i>	20.00
Estimated Costs for State Employee	\$145.00

Course: CEX102

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1404	Starting Wednesday, February 19, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr. Jackson, MS Anne Butler

WORD 2010: LEVEL 1

Brief Course Description:



This course covers the basic features & functions of Word 2010. After an introduction to Word's window components, students will learn how to use the Help system and navigate documents. Topics covered include:

- getting started
- navigation and selection techniques
- editing text
- formatting text
- tables
- page layout
- proofing and printing documents
- graphics.

Prerequisites: INTRODUCTION TO WINDOWS

Materials & Approximate Course Cost:

Tuition for state employees	\$100.00
Lab Fees	\$25.00
Word 2010: Basic	20.00
Estimated Costs for State Employee	\$145.00

Course: CWD101

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1404	Starting Thursday, January 16, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr. Jackson, MS Anne Butler
1405	Starting Thursday, March 20, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr. Jackson, MS Anne Butler

WORD 2010: LEVEL 2

Brief Course Description:



Topics covered include:

- styles & outlines
- sections & columns
- formatting tables
- printing labels & envelopes
- templates & building blocks
- graphics
- managing document revisions
- Web features.

Prerequisites: WORD 2010: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	\$100.00
Lab Fees	\$25.00
Word 2010: Intermediate	20.00
Estimated Costs for State Employee	\$145.00

Course: CWD102

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1404	Starting Wednesday, February 5, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr. Jackson, MS Anne Butler

Expanded Offering of On-Line Live Classes

The past few years, ITS and Systems IT provided you with Mentored Learning, where a student sat in classes with pre-recorded instruction supplemented by a live Systems IT instructor to answer questions. The only limiting factor was that the local instructor, aka “the mentor,” had to be an expert on the material being delivered in order to mentor you. Finding a local “subject matter expert” in every technology application is virtually impossible.

We now have access to the best instructors from the 300+ Systems ITCenters® around the world to teach all the most popular courses locally in Jackson, Mississippi. For the student it means sitting in a live class where you are signed onto a computer, viewing and listening to a live instructor, asking questions when you desire in real time, and hearing discussions between students who could be in Alabama, North Dakota or Ireland. The student still receives the live instruction everyone wants. For your agency, it means saving the travel expense involved in sending employees to an expensive, faraway city for training. The agency maintains access to its valued employee in case of an emergency. This is a “win-win” situation!

Now, in addition to the traditional instructor-led classes offered through local Systems ITsubject matter experts (Richard, John and Chris), we are able to offer Cisco, Citrix, VMware, high-end Microsoft, Oracle, high-end .net, high-end security, and an abundance of soft skill instruction here in Mississippi through ON-LINE LIVE. Your classmates in these classes are people from around the country that are just like you, with challenges just like yours, doing jobs just like yours. By taking a class with these other people, you will benefit from their questions, participation, and real life experiences.

The schedule of On-Line Live classes is listed on the following pages. PLEASE CALL SUSAN MCCLAIN AT (601) 432-8186 TO SCHEDULE AN ON-LINE LIVE CLASS.

**ALL ON-LINE LIVE CLASSES BEGIN PROMPTLY AT 8:00 A.M.
STUDENTS MUST ARRIVE BY 7:45 A.M. IN ORDER TO ALLOW CLASS TO BEGIN ON TIME.**



Course Schedule January to March 2014

Course Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
10135 Configuring, Managing and Troubleshooting Microsoft Exchange Server 2010	Online Instructor Led	1/20/2014 8:00 AM	1/24/2014 4:00 PM	\$1,995.00
10135 Configuring, Managing and Troubleshooting Microsoft Exchange Server 2010	Online Instructor Led	2/3/2014 8:00 AM	2/7/2014 4:00 PM	\$1,995.00
10165 Updating Your Skills from Microsoft Exchange Server 2003 or Exchange Server 2007 to Exchange Server 2010	Online Instructor Led	2/24/2014 8:00 AM	2/28/2014 4:00 PM	\$1,995.00
10174 Configuring and Administering Microsoft SharePoint 2010	Online Instructor Led	1/13/2014 8:00 AM	1/17/2014 4:00 PM	\$1,995.00
10174 Configuring and Administering Microsoft SharePoint 2010	Online Instructor Led	2/24/2014 8:00 AM	2/28/2014 4:00 PM	\$1,995.00
10174 Configuring and Administering Microsoft SharePoint 2010	Online Instructor Led	3/10/2014 8:00 AM	3/14/2014 4:00 PM	\$1,995.00
10175 Microsoft SharePoint 2010, Application Development	Online Instructor Led	2/10/2014 8:00 AM	2/14/2014 4:00 PM	\$1,995.00
10175 Microsoft SharePoint 2010, Application Development	Online Instructor Led	3/24/2014 8:00 AM	3/28/2014 4:00 PM	\$1,995.00
10215 Implementing and Managing Microsoft Server Virtualization	Online Instructor Led	1/6/2014 8:00 AM	1/10/2014 4:00 PM	\$1,995.00
10215 Implementing and Managing Microsoft Server Virtualization	Online Instructor Led	2/17/2014 8:00 AM	2/21/2014 4:00 PM	\$1,995.00
10231 Designing a Microsoft SharePoint 2010 Infrastructure	Online Instructor Led	2/17/2014 8:00 AM	2/21/2014 4:00 PM	\$1,995.00
10232 Designing and Developing Microsoft SharePoint Server 2010 Applications	Online Instructor Led	2/24/2014 8:00 AM	2/28/2014 4:00 PM	\$1,995.00
10233 Designing and Deploying Messaging Solutions with Microsoft Exchange Server 2010	Online Instructor Led	1/27/2014 8:00 AM	1/31/2014 4:00 PM	\$1,995.00
10262 Developing Windows Applications with Microsoft Visual Studio 2010	Online Instructor Led	1/6/2014 8:00 AM	1/10/2014 4:00 PM	\$1,995.00
10262 Developing Windows Applications with Microsoft Visual Studio 2010	Online Instructor Led	3/24/2014 8:00 AM	3/28/2014 4:00 PM	\$1,995.00
10263 Developing Windows Communication Foundation Solutions with Microsoft Visual Studio 2010	Online Instructor Led	3/3/2014 8:00 AM	2/5/2014 4:00 PM	\$1,195.00
10263 Developing Windows Communication Foundation Solutions with Microsoft Visual Studio 2010	Online Instructor Led	3/17/2014 8:00 AM	3/19/2014 4:00 PM	\$1,195.00
10264 Developing Web Applications with Microsoft Visual Studio 2010	Online Instructor Led	2/10/2014 8:00 AM	2/14/2014 4:00 PM	\$1,995.00
10264 Developing Web Applications with Microsoft Visual Studio 2010	Online Instructor Led	3/10/2014 8:00 AM	3/14/2014 4:00 PM	\$1,995.00
10265 Developing Data Access Solutions with Microsoft Visual Studio 2010	Online Instructor Led	1/20/2014 8:00 AM	1/24/2014 4:00 PM	\$1,995.00
10265 Developing Data Access Solutions with Microsoft Visual Studio 2010	Online Instructor Led	3/3/2014 8:00 AM	3/7/2014 4:00 PM	\$1,995.00
10266 Programming in C# with Microsoft Visual Studio 2010	Online Instructor Led	2/24/2014 8:00 AM	2/28/2014 4:00 PM	\$1,995.00
10267 Introduction to Web Development with Microsoft Visual Studio 2010	Online Instructor Led	1/20/2014 8:00 AM	1/24/2014 4:00 PM	\$1,995.00
10267 Introduction to Web Development with Microsoft Visual Studio 2010	Online Instructor Led	2/17/2014 8:00 AM	2/21/2014 4:00 PM	\$1,995.00
10533 Deploying, Configuring, and Administering Microsoft Lync Server 2010	Online Instructor Led	3/17/2014 8:00 AM	3/21/2014 4:00 PM	\$1,995.00
10550 Programming in Visual Basic with Microsoft Visual Studio 2010	Online Instructor Led	1/6/2014 8:00 AM	1/10/2014 4:00 PM	\$1,995.00
10550 Programming in Visual Basic with Microsoft Visual Studio 2010	Online Instructor Led	2/17/2014 8:00 AM	2/21/2014 4:00 PM	\$1,995.00



Course Schedule January to March 2014

10747 Administering System Center 2012 Configuration Manager	Online Instructor Led	1/6/2014 8:00 AM	1/10/2014 4:00 PM	\$1,995.00
10747 Administering System Center 2012 Configuration Manager	Online Instructor Led	1/27/2014 8:00 AM	1/31/2014 4:00 PM	\$1,995.00
10747 Administering System Center 2012 Configuration Manager	Online Instructor Led	2/10/2014 8:00 AM	2/14/2014 4:00 PM	\$1,995.00
10747 Administering System Center 2012 Configuration Manager	Online Instructor Led	2/24/2014 8:00 AM	2/28/2014 4:00 PM	\$1,995.00
10748 Deploying System Center 2012 Configuration Manager	Online Instructor Led	2/10/2014 8:00 AM	2/12/2014 4:00 PM	\$1,195.00
10748 Deploying System Center 2012 Configuration Manager	Online Instructor Led	3/12/2014 8:00 AM	3/14/2014 4:00 PM	\$1,195.00
10748 Deploying System Center 2012 Configuration Manager	Online Instructor Led	3/31/2014 8:00 AM	4/2/2014 4:00 PM	\$1,195.00
10750 Monitoring and Operating a Private Cloud with System Center 2012	Online Instructor Led	1/20/2014 8:00 AM	1/24/2014 4:00 PM	\$1,995.00
10750 Monitoring and Operating a Private Cloud with System Center 2012	Online Instructor Led	3/3/2014 8:00 AM	3/7/2014 4:00 PM	\$1,995.00
10751 Configuring and Deploying a Private Cloud with System Center 2012	Online Instructor Led	2/10/2014 8:00 AM	2/14/2014 4:00 PM	\$1,995.00
10751 Configuring and Deploying a Private Cloud with System Center 2012	Online Instructor Led	3/24/2014 8:00 AM	3/28/2014 4:00 PM	\$1,995.00
10774 Querying Microsoft SQL Server 2012	Online Instructor Led	1/13/2014 8:00 AM	1/17/2014 4:00 PM	\$1,995.00
10774 Querying Microsoft SQL Server 2012	Online Instructor Led	1/27/2014 8:00 AM	1/31/2014 4:00 PM	\$1,995.00
10774 Querying Microsoft SQL Server 2012	Online Instructor Led	3/17/2014 8:00 AM	3/21/2014 4:00 PM	\$1,995.00
10775 Administering Microsoft SQL Server 2012 Databases	Online Instructor Led	1/6/2014 8:00 AM	1/10/2014 4:00 PM	\$1,995.00
10775 Administering Microsoft SQL Server 2012 Databases	Online Instructor Led	2/10/2014 8:00 AM	2/14/2014 4:00 PM	\$1,995.00
10775 Administering Microsoft SQL Server 2012 Databases	Online Instructor Led	3/3/2014 8:00 AM	3/7/2014 4:00 PM	\$1,995.00
10776 Developing Microsoft SQL Server 2012 Databases	Online Instructor Led	2/3/2014 8:00 AM	2/7/2014 4:00 PM	\$1,995.00
10776 Developing Microsoft SQL Server 2012 Databases	Online Instructor Led	3/24/2014 8:00 AM	3/28/2014 4:00 PM	\$1,995.00
10777 Implementing a Data Warehouse with Microsoft SQL Server 2012	Online Instructor Led	1/13/2014 8:00 AM	1/17/2014 4:00 PM	\$1,995.00
10777 Implementing a Data Warehouse with Microsoft SQL Server 2012	Online Instructor Led	3/10/2014 8:00 AM	3/14/2014 4:00 PM	\$1,995.00
10778 Implementing Data Models and Reports with Microsoft SQL Server 2012	Online Instructor Led	1/6/2014 8:00 AM	1/10/2014 4:00 PM	\$1,995.00
10778 Implementing Data Models and Reports with Microsoft SQL Server 2012	Online Instructor Led	2/3/2014 8:00 AM	2/7/2014 4:00 PM	\$1,995.00
10778 Implementing Data Models and Reports with Microsoft SQL Server 2012	Online Instructor Led	3/31/2014 8:00 AM	4/4/2014 4:00 PM	\$1,995.00
10961 Automating Administration with Windows PowerShell 3.0	Online Instructor Led	1/13/2014 8:00 AM	1/17/2014 4:00 PM	\$1,995.00
10961 Automating Administration with Windows PowerShell 3.0	Online Instructor Led	2/3/2014 8:00 AM	2/7/2014 4:00 PM	\$1,995.00
10961 Automating Administration with Windows PowerShell 3.0	Online Instructor Led	3/17/2014 8:00 AM	3/21/2014 4:00 PM	\$1,995.00
20331 Core Solutions of Microsoft SharePoint Server 2013	Online Instructor Led	1/6/2014 8:00 AM	1/10/2014 4:00 PM	\$1,995.00
20331 Core Solutions of Microsoft SharePoint Server 2013	Online Instructor Led	2/17/2014 8:00 AM	2/21/2014 4:00 PM	\$1,995.00
20332 Advanced Solutions of Microsoft SharePoint Server 2013	Online Instructor Led	1/27/2014 8:00 AM	1/31/2014 4:00 PM	\$1,995.00
20332 Advanced Solutions of Microsoft SharePoint Server 2013	Online Instructor Led	2/24/2014 8:00 AM	2/28/2014 4:00 PM	\$1,995.00



Course Schedule January to March 2014

20336 Core Solutions of Microsoft Lync Server 2013	Online Instructor Led	1/27/2014 8:00 AM	1/31/2014 4:00 PM	\$1,995.00
20336 Core Solutions of Microsoft Lync Server 2013	Online Instructor Led	2/17/2014 8:00 AM	2/21/2014 4:00 PM	\$1,995.00
20336 Core Solutions of Microsoft Lync Server 2013	Online Instructor Led	3/10/2014 8:00 AM	3/14/2014 4:00 PM	\$1,995.00
20336 Core Solutions of Microsoft Lync Server 2013	Online Instructor Led	3/31/2014 8:00 AM	4/4/2014 4:00 PM	\$1,995.00
20337 Enterprise Voice and Online Services with Microsoft Lync Server 2013	Online Instructor Led	3/24/2014 8:00 AM	3/28/2014 4:00 PM	\$1,995.00
20341 Core Solutions of Microsoft Exchange Server 2013	Online Instructor Led	3/17/2014 8:00 AM	3/21/2014 4:00 PM	\$1,995.00
20342 Advanced Solutions of Microsoft Exchange Server 2013	Online Instructor Led	1/6/2014 8:00 AM	1/10/2014 4:00 PM	\$1,995.00
20410 Installing and Configuring Windows Server 2012	Online Instructor Led	1/6/2014 8:00 AM	1/10/2014 4:00 PM	\$1,995.00
20410 Installing and Configuring Windows Server 2012	Online Instructor Led	1/27/2014 8:00 AM	1/31/2014 4:00 PM	\$1,995.00
20410 Installing and Configuring Windows Server 2012 NIGHT CLASS	Online Instructor Led	2/10/2014 8:00 AM	2/14/2014 4:00 PM	\$1,995.00
20410 Installing and Configuring Windows Server 2012 NIGHT CLASS	Online Instructor Led	1/6/2014 5:30 PM	1/16/2014 9:30 PM	\$1,995.00
20410 Installing and Configuring Windows Server 2012 NIGHT CLASS	Online Instructor Led	2/17/2014 5:30 PM	2/27/2014 9:30 PM	\$1,995.00
20410 Installing and Configuring Windows Server 2012 NIGHT CLASS	Online Instructor Led	3/31/2014 5:30 PM	4/10/2014 9:30 PM	\$1,995.00
20411 Administering Windows Server 2012	Online Instructor Led	1/20/2014 8:00 AM	1/24/2014 4:00 PM	\$1,995.00
20411 Administering Windows Server 2012	Online Instructor Led	2/17/2014 8:00 AM	2/21/2014 4:00 PM	\$1,995.00
20411 Administering Windows Server 2012 NIGHT CLASS	Online Instructor Led	3/17/2014 8:00 AM	3/21/2014 4:00 PM	\$1,995.00
20411 Administering Windows Server 2012 NIGHT CLASS	Online Instructor Led	1/20/2014 5:30 PM	1/30/2014 9:30 PM	\$1,995.00
20411 Administering Windows Server 2012 NIGHT CLASS	Online Instructor Led	3/3/2014 5:30 PM	3/13/2014 9:30 PM	\$1,995.00
20412 Configuring Advanced Windows Server 2012 Services	Online Instructor Led	1/27/2014 8:00 AM	1/31/2014 4:00 PM	\$1,995.00
20412 Configuring Advanced Windows Server 2012 Services	Online Instructor Led	2/3/2014 5:30 PM	2/13/2014 9:30 PM	\$1,995.00
20412 Configuring Advanced Windows Server 2012 Services	Online Instructor Led	2/10/2014 8:00 AM	2/14/2014 4:00 PM	\$1,995.00
20412 Configuring Advanced Windows Server 2012 Services NIGHT CLASS	Online Instructor Led	3/17/2014 5:30 PM	3/27/2014 9:30 PM	\$1,995.00
20413 Designing and Implementing a Server Infrastructure	Online Instructor Led	1/20/2014 8:00 AM	1/24/2014 4:00 PM	\$1,995.00
20413 Designing and Implementing a Server Infrastructure	Online Instructor Led	3/3/2014 8:00 AM	3/7/2014 4:00 PM	\$1,995.00
20414 Implementing an Advanced Server Infrastructure	Online Instructor Led	1/27/2014 8:00 AM	1/31/2014 4:00 PM	\$1,995.00
20414 Implementing an Advanced Server Infrastructure	Online Instructor Led	3/10/2014 8:00 AM	3/14/2014 4:00 PM	\$1,995.00
20415 Implementing a Desktop Infrastructure	Online Instructor Led	2/3/2014 8:00 AM	2/7/2014 4:00 PM	\$1,995.00
20415 Implementing a Desktop Infrastructure	Online Instructor Led	3/17/2014 8:00 AM	3/21/2014 4:00 PM	\$1,995.00
20416 Implementing Desktop Application Environments	Online Instructor Led	2/10/2014 8:00 AM	2/14/2014 4:00 PM	\$1,995.00
20416 Implementing Desktop Application Environments	Online Instructor Led	3/24/2014 8:00 AM	3/28/2014 4:00 PM	\$1,995.00
20417 Upgrading Your Skills to MCSA Windows Server 2012	Online Instructor Led	1/13/2014 8:00 AM	1/17/2014 4:00 PM	\$1,995.00



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20417 Upgrading Your Skills to MCSA Windows Server 2012	Online Instructor Led	2/10/2014 8:00 AM	2/14/2014 4:00 PM	\$1,995.00
20417 Upgrading Your Skills to MCSA Windows Server 2012	Online Instructor Led	3/10/2014 8:00 AM	3/14/2014 4:00 PM	\$1,995.00
20465 Designing Database Solutions for Microsoft SQL Server 2012	Online Instructor Led	2/24/2014 8:00 AM	2/28/2014 4:00 PM	\$1,995.00
20467 Designing Business Intelligence Solutions with Microsoft SQL Server 2012	Online Instructor Led	2/3/2014 8:00 AM	2/7/2014 4:00 PM	\$1,995.00
20467 Designing Business Intelligence Solutions with Microsoft SQL Server 2012	Online Instructor Led	3/17/2014 8:00 AM	3/21/2014 4:00 PM	\$1,995.00
20480 Programming in HTML5 with JavaScript and CSS3	Online Instructor Led	1/6/2014 8:00 AM	1/10/2014 4:00 PM	\$1,995.00
20480 Programming in HTML5 with JavaScript and CSS3	Online Instructor Led	2/3/2014 8:00 AM	2/7/2014 4:00 PM	\$1,995.00
20480 Programming in HTML5 with JavaScript and CSS3	Online Instructor Led	3/3/2014 8:00 AM	3/7/2014 4:00 PM	\$1,995.00
20480 Programming in HTML5 with JavaScript and CSS3	Online Instructor Led	3/31/2014 8:00 AM	4/4/2014 4:00 PM	\$1,995.00
20481 Essentials of Developing Windows Metro Style Apps Using HTML5 and JavaScript	Online Instructor Led	1/27/2014 8:00 AM	1/31/2014 4:00 PM	\$1,995.00
20482 Advanced Windows Store App Development Using HTML5 and JavaScript	Online Instructor Led	2/10/2014 8:00 AM	2/14/2014 4:00 PM	\$1,995.00
20483 Programming in C#	Online Instructor Led	1/20/2014 8:00 AM	1/24/2014 4:00 PM	\$1,995.00
20483 Programming in C#	Online Instructor Led	3/3/2014 8:00 AM	3/7/2014 4:00 PM	\$1,995.00
20484 Essentials of Developing Windows Metro Style Apps Using C#	Online Instructor Led	2/3/2014 8:00 AM	2/7/2014 4:00 PM	\$1,995.00
20485 Advanced Windows Store App Development Using C#	Online Instructor Led	3/10/2014 8:00 AM	3/14/2014 4:00 PM	\$1,995.00
20486 Developing ASP.NET MVC 4 Web Applications	Online Instructor Led	1/27/2014 8:00 AM	1/31/2014 4:00 PM	\$1,995.00
20486 Developing ASP.NET MVC 4 Web Applications	Online Instructor Led	3/10/2014 8:00 AM	3/14/2014 4:00 PM	\$1,995.00
20687 Configuring Windows 8	Online Instructor Led	2/3/2014 8:00 AM	2/7/2014 4:00 PM	\$1,995.00
20687 Configuring Windows 8	Online Instructor Led	3/10/2014 8:00 AM	3/14/2014 4:00 PM	\$1,995.00
20688 Managing and Maintaining Windows 8	Online Instructor Led	1/20/2014 8:00 AM	1/24/2014 4:00 PM	\$1,995.00
20688 Managing and Maintaining Windows 8	Online Instructor Led	3/17/2014 8:00 AM	3/21/2014 4:00 PM	\$1,995.00
2433 Visual Basic Script and Windows Script Host Essentials	Online Instructor Led	1/22/2014 8:00 AM	1/24/2014 4:00 PM	\$1,195.00
2778 Writing Queries Using Microsoft SQL Server 2008 Transact-SQL	Online Instructor Led	1/13/2014 8:00 AM	1/15/2014 4:00 PM	\$1,195.00
2778 Writing Queries Using Microsoft SQL Server 2008 Transact-SQL	Online Instructor Led	2/26/2014 8:00 AM	2/28/2014 4:00 PM	\$1,195.00
2778 Writing Queries Using Microsoft SQL Server 2008 Transact-SQL	Online Instructor Led	3/10/2014 8:00 AM	3/12/2014 4:00 PM	\$1,195.00
40008 Updating your Database Skills to Microsoft SQL Server 2012	Online Instructor Led	1/22/2014 8:00 AM	1/24/2014 4:00 PM	\$1,195.00
40008 Updating your Database Skills to Microsoft SQL Server 2012	Online Instructor Led	3/17/2014 8:00 AM	3/19/2014 4:00 PM	\$1,195.00
40035 Software Development Fundamentals with .NET	Online Instructor Led	2/10/2014 8:00 AM	2/14/2014 4:00 PM	\$1,995.00
50331 Windows 7, Enterprise Desktop Support Technician	Online Instructor Led	1/6/2014 8:00 AM	1/10/2014 4:00 PM	\$1,995.00
50331 Windows 7, Enterprise Desktop Support Technician	Online Instructor Led	3/10/2014 8:00 AM	3/14/2014 4:00 PM	\$1,995.00
50413 Mastering Microsoft Project 2010	Online Instructor Led	1/22/2014 8:00 AM	1/24/2014 4:00 PM	\$1,195.00



Course Schedule January to March 2014

50413 Mastering Microsoft Project 2010	Online Instructor Led	2/10/2014 8:00 AM	2/12/2014 4:00 PM	\$1,195.00
50413 Mastering Microsoft Project 2010	Online Instructor Led	3/5/2014 8:00 AM	3/7/2014 4:00 PM	\$1,195.00
50429 SharePoint 2010 Business Intelligence	Online Instructor Led	1/6/2014 8:00 AM	1/10/2014 4:00 PM	\$1,995.00
50429 SharePoint 2010 Business Intelligence	Online Instructor Led	3/3/2014 8:00 AM	3/7/2014 4:00 PM	\$1,995.00
50430 Administering Team Foundation Server 2010	Online Instructor Led	1/15/2014 8:00 AM	1/17/2014 4:00 PM	\$1,195.00
50430 Administering Team Foundation Server 2010	Online Instructor Led	2/24/2014 8:00 AM	2/26/2014 4:00 PM	\$1,195.00
50470 Microsoft SharePoint Server 2010 for the Site Owner/Power User	Online Instructor Led	1/23/2014 8:00 AM	1/24/2014 4:00 PM	\$800.00
50470 Microsoft SharePoint Server 2010 for the Site Owner/Power User	Online Instructor Led	3/10/2014 8:00 AM	3/11/2014 4:00 PM	\$800.00
50547 Microsoft SharePoint 2010 Site Collection and Site Administration	Online Instructor Led	1/20/2014 8:00 AM	1/24/2014 4:00 PM	\$1,995.00
50547 Microsoft SharePoint 2010 Site Collection and Site Administration	Online Instructor Led	2/17/2014 8:00 AM	2/21/2014 4:00 PM	\$1,995.00
50547 Microsoft SharePoint 2010 Site Collection and Site Administration	Online Instructor Led	3/17/2014 8:00 AM	3/21/2014 4:00 PM	\$1,995.00
55006 System Center Operations Manager 2012	Online Instructor Led	2/3/2014 8:00 AM	2/7/2014 4:00 PM	\$1,995.00
55006 System Center Operations Manager 2012	Online Instructor Led	3/31/2014 8:00 AM	4/4/2014 4:00 PM	\$1,995.00
55007 System Center 2012 Orchestrator	Online Instructor Led	1/22/2014 8:00 AM	1/24/2014 4:00 PM	\$1,995.00
55007 System Center 2012 Orchestrator	Online Instructor Led	3/17/2014 8:00 AM	3/19/2014 4:00 PM	\$1,995.00
55009 System Center Service Manager 2012	Online Instructor Led	1/13/2014 8:00 AM	1/17/2014 4:00 PM	\$1,995.00
55009 System Center Service Manager 2012	Online Instructor Led	3/10/2014 8:00 AM	3/14/2014 4:00 PM	\$1,995.00
55033 SharePoint 2013 Site Collection and Site Administration	Online Instructor Led	1/27/2014 8:00 AM	1/31/2014 4:00 PM	\$1,995.00
55033 SharePoint 2013 Site Collection and Site Administration	Online Instructor Led	2/24/2014 8:00 AM	2/28/2014 4:00 PM	\$1,995.00
55033 SharePoint 2013 Site Collection and Site Administration	Online Instructor Led	3/24/2014 8:00 AM	3/28/2014 4:00 PM	\$1,995.00
55035 Microsoft SharePoint Server 2013 for the Site Owner/Power User	Online Instructor Led	1/6/2014 8:00 AM	1/8/2014 4:00 PM	\$1,195.00
55035 Microsoft SharePoint Server 2013 for the Site Owner/Power User	Online Instructor Led	2/12/2014 8:00 AM	2/14/2014 4:00 PM	\$1,195.00
55035 Microsoft SharePoint Server 2013 for the Site Owner/Power User	Online Instructor Led	3/31/2014 8:00 AM	4/2/2014 4:00 PM	\$1,195.00
6231 Maintaining a Microsoft SQL Server 2008 R2 Database	Online Instructor Led	1/6/2014 8:00 AM	1/10/2014 4:00 PM	\$1,995.00
6231 Maintaining a Microsoft SQL Server 2008 R2 Database	Online Instructor Led	2/3/2014 8:00 AM	2/7/2014 4:00 PM	\$1,995.00
6231 Maintaining a Microsoft SQL Server 2008 R2 Database	Online Instructor Led	3/3/2014 8:00 AM	3/7/2014 4:00 PM	\$1,995.00
6232 Implementing a Microsoft SQL Server 2008 R2 Database	Online Instructor Led	1/20/2014 8:00 AM	1/24/2014 4:00 PM	\$1,995.00
6232 Implementing a Microsoft SQL Server 2008 R2 Database	Online Instructor Led	3/17/2014 8:00 AM	3/21/2014 4:00 PM	\$1,995.00
6234 Implementing and Maintaining Microsoft SQL Server 2008 Analysis Services	Online Instructor Led	1/15/2014 8:00 AM	1/17/2014 4:00 PM	\$1,195.00
6234 Implementing and Maintaining Microsoft SQL Server 2008 Analysis Services	Online Instructor Led	2/24/2014 8:00 AM	2/26/2014 4:00 PM	\$1,195.00
6235 Implementing and Maintaining Microsoft SQL Server 2008 Integration Services	Online Instructor Led	1/13/2014 8:00 AM	1/15/2014 4:00 PM	\$1,195.00



Course Schedule January to March 2014

6235 Implementing and Maintaining Microsoft SQL Server 2008 Integration Services	Online Instructor Led	2/12/2014 8:00 AM	2/14/2014 4:00 PM	\$1,195.00
6235 Implementing and Maintaining Microsoft SQL Server 2008 Reporting Services	Online Instructor Led	3/10/2014 8:00 AM	3/12/2014 4:00 PM	\$1,195.00
6236 Implementing and Maintaining Microsoft SQL Server 2008 Reporting Services	Online Instructor Led	2/5/2014 8:00 AM	2/7/2014 4:00 PM	\$1,195.00
6236 Implementing and Maintaining Microsoft SQL Server 2008 Reporting Services	Online Instructor Led	3/3/2014 8:00 AM	3/5/2014 4:00 PM	\$1,195.00
6292 Installing and Configuring Windows 7 Client	Online Instructor Led	1/8/2014 8:00 AM	1/10/2014 4:00 PM	\$1,195.00
6292 Installing and Configuring Windows 7 Client	Online Instructor Led	2/19/2014 8:00 AM	2/21/2014 4:00 PM	\$1,195.00
6292 Installing and Configuring Windows 7 Client	Online Instructor Led	3/10/2014 8:00 AM	3/12/2014 4:00 PM	\$1,195.00
6293 Troubleshooting and Supporting Windows 7 in the Enterprise	Online Instructor Led	1/13/2014 8:00 AM	1/15/2014 4:00 PM	\$1,195.00
6293 Troubleshooting and Supporting Windows 7 in the Enterprise	Online Instructor Led	3/24/2014 8:00 AM	3/26/2014 4:00 PM	\$1,195.00
6294 Planning and Managing Windows 7 Desktop Deployments and Environments	Online Instructor Led	2/17/2014 8:00 AM	2/21/2014 4:00 PM	\$1,995.00
6294 Planning and Managing Windows 7 Desktop Deployments and Environments	Online Instructor Led	3/31/2014 8:00 AM	4/4/2014 4:00 PM	\$1,995.00
6419 Configuring, Managing, and Maintaining Windows Server 2008 Servers	Online Instructor Led	1/27/2014 8:00 AM	1/31/2014 4:00 PM	\$1,995.00
6419 Configuring, Managing, and Maintaining Windows Server 2008 Servers	Online Instructor Led	2/24/2014 8:00 AM	2/28/2014 4:00 PM	\$1,995.00
6419 Configuring, Managing, and Maintaining Windows Server 2008 Servers	Online Instructor Led	3/24/2014 8:00 AM	3/28/2014 4:00 PM	\$1,995.00
6421 Configuring and Troubleshooting a Windows Server 2008 Network Infrastructure	Online Instructor Led	2/24/2014 8:00 AM	2/28/2014 4:00 PM	\$1,995.00
6421 Configuring and Troubleshooting a Windows Server 2008 Network Infrastructure	Online Instructor Led	3/24/2014 8:00 AM	3/28/2014 4:00 PM	\$1,995.00
6425 Configuring Windows Server 2008 Active Directory Domain Services	Online Instructor Led	3/31/2014 8:00 AM	4/4/2014 4:00 PM	\$1,995.00
6426 Configuring and Troubleshooting Identity and Access Solutions with Windows Server 2008 Active Directory	Online Instructor Led	3/31/2014 8:00 AM	4/2/2014 4:00 PM	\$1,195.00
6433 Planning and Implementing Windows Server 2008	Online Instructor Led	2/3/2014 8:00 AM	2/7/2014 4:00 PM	\$1,995.00
6433 Planning and Implementing Windows Server 2008	Online Instructor Led	3/17/2014 8:00 AM	3/21/2014 4:00 PM	\$1,995.00
6436 Designing a Windows Server 2008 Active Directory Infrastructure and Services	Online Instructor Led	3/17/2014 8:00 AM	3/21/2014 4:00 PM	\$1,995.00
6439 Configuring and Troubleshooting Windows Server 2008 Applications Infrastructure	Online Instructor Led	1/13/2014 8:00 AM	1/17/2014 4:00 PM	\$1,995.00
Adobe Acrobat XI - Level 1	Online Instructor Led	1/3/2014 8:00 AM	1/3/2014 4:00 PM	\$295.00
Adobe Acrobat XI - Level 1	Online Instructor Led	1/23/2014 8:00 AM	1/23/2014 4:00 PM	\$295.00
Adobe Acrobat XI - Level 2	Online Instructor Led	1/30/2014 8:00 AM	1/30/2014 4:00 PM	\$295.00
Adobe Dreamweaver CS6 - Level 1	Online Instructor Led	1/2/2014 8:00 AM	1/2/2014 4:00 PM	\$295.00
Adobe Dreamweaver CS6 - Level 1	Online Instructor Led	2/5/2014 8:00 AM	2/5/2014 4:00 PM	\$295.00
Adobe Dreamweaver CS6 - Level 2	Online Instructor Led	1/8/2014 8:00 AM	1/8/2014 4:00 PM	\$295.00
Adobe Dreamweaver CS6 - Level 2	Online Instructor Led	3/17/2014 8:00 AM	3/17/2014 4:00 PM	\$295.00
Adobe Illustrator CS6 - Level 1	Online Instructor Led	1/6/2014 8:00 AM	1/6/2014 4:00 PM	\$295.00



Course Schedule January to March 2014

Adobe Illustrator CS6 - Level 1	Online Instructor Led	2/21/2014 8:00 AM	2/21/2014 4:00 PM	\$295.00
Adobe Illustrator CS6 - Level 1	Online Instructor Led	3/26/2014 8:00 AM	3/26/2014 4:00 PM	\$295.00
Adobe Illustrator CS6 - Level 2	Online Instructor Led	1/16/2014 8:00 AM	1/16/2014 4:00 PM	\$295.00
Adobe Illustrator CS6 - Level 2	Online Instructor Led	3/4/2014 8:00 AM	3/4/2014 4:00 PM	\$295.00
Adobe InDesign CS6 - Level 1	Online Instructor Led	1/15/2014 8:00 AM	1/15/2014 4:00 PM	\$295.00
Adobe InDesign CS6 - Level 1	Online Instructor Led	2/10/2014 8:00 AM	2/10/2014 4:00 PM	\$295.00
Adobe InDesign CS6 - Level 2	Online Instructor Led	1/23/2014 8:00 AM	1/23/2014 4:00 PM	\$295.00
Adobe InDesign CS6 - Level 2	Online Instructor Led	2/18/2014 8:00 AM	2/18/2014 4:00 PM	\$295.00
Adobe Photoshop CS6 - Level 1	Online Instructor Led	1/7/2014 8:00 AM	1/7/2014 4:00 PM	\$295.00
Adobe Photoshop CS6 - Level 1	Online Instructor Led	2/14/2014 8:00 AM	2/14/2014 4:00 PM	\$295.00
Adobe Photoshop CS6 - Level 2	Online Instructor Led	1/9/2014 8:00 AM	1/9/2014 4:00 PM	\$295.00
Adobe Photoshop CS6 - Level 2	Online Instructor Led	2/18/2014 8:00 AM	2/18/2014 4:00 PM	\$295.00
Certified Ethical Hacker (CEH)	Online Instructor Led	1/13/2014 8:00 AM	1/17/2014 4:00 PM	\$2,395.00
Certified Ethical Hacker (CEH)	Online Instructor Led	1/27/2014 8:00 AM	1/31/2014 4:00 PM	\$2,395.00
Certified Ethical Hacker (CEH)	Online Instructor Led	2/10/2014 8:00 AM	2/14/2014 4:00 PM	\$2,395.00
Certified Ethical Hacker (CEH)	Online Instructor Led	2/24/2014 8:00 AM	2/28/2014 4:00 PM	\$2,395.00
Certified Ethical Hacker (CEH)	Online Instructor Led	3/10/2014 8:00 AM	3/14/2014 4:00 PM	\$2,395.00
Certified Ethical Hacker (CEH)	Online Instructor Led	3/24/2014 8:00 AM	3/28/2014 4:00 PM	\$2,395.00
Certified Information Security Manager (CISM)	Online Instructor Led	3/5/2014 8:00 AM	3/7/2014 4:00 PM	\$1,675.00
Certified Information System Security Professional (CISSP)	Online Instructor Led	1/20/2014 8:00 AM	1/24/2014 4:00 PM	\$2,395.00
Certified Information System Security Professional (CISSP)	Online Instructor Led	2/17/2014 8:00 AM	2/21/2014 4:00 PM	\$2,395.00
Certified Information System Security Professional (CISSP)	Online Instructor Led	3/17/2014 8:00 AM	3/21/2014 4:00 PM	\$2,395.00
Cisco Deploying Cisco ASA Firewall Features v2.0 (FIREWALL)	Online Instructor Led	1/6/2014 8:00 AM	1/10/2014 4:00 PM	\$2,995.00
Cisco Deploying Cisco ASA Firewall Features v2.0 (FIREWALL)	Online Instructor Led	2/17/2014 8:00 AM	2/21/2014 4:00 PM	\$2,995.00
Cisco Deploying Cisco ASA Firewall Features v2.0 (FIREWALL)	Online Instructor Led	3/31/2014 8:00 AM	4/4/2014 4:00 PM	\$2,995.00
Cisco Deploying Cisco ASA VPN Solutions v2.0 (VPN)	Online Instructor Led	3/3/2014 8:00 AM	3/7/2014 4:00 PM	\$2,995.00
Cisco Implementing Cisco Intrusion Prevention System v7.0 (IPS)	Online Instructor Led	3/17/2014 8:00 AM	3/21/2014 4:00 PM	\$2,995.00
Cisco Implementing Cisco IOS Network Security v2.0 (IINS)	Online Instructor Led	1/13/2014 8:00 AM	1/17/2014 4:00 PM	\$2,995.00
Cisco Implementing Cisco IOS Network Security v2.0 (IINS)	Online Instructor Led	2/10/2014 8:00 AM	2/14/2014 4:00 PM	\$2,995.00
Cisco Implementing Cisco IOS Network Security v2.0 (IINS)	Online Instructor Led	3/10/2014 8:00 AM	3/14/2014 4:00 PM	\$2,995.00
Cisco Implementing Cisco IP Routing v1.0 (ROUTE)	Online Instructor Led	1/27/2014 8:00 AM	1/31/2014 4:00 PM	\$2,995.00



INFORMATION TECHNOLOGY TRAINING

Course Schedule January to March 2014

Cisco Implementing Cisco IP Routing v1.0 (ROUTE)	Online Instructor Led	3/10/2014 8:00 AM	3/14/2014 4:00 PM	\$2,995.00
Cisco Implementing Cisco Switched Networks v1.0 (SWITCH)	Online Instructor Led	2/10/2014 8:00 AM	2/14/2014 4:00 PM	\$2,995.00
Cisco Implementing Cisco Switched Networks v1.0 (SWITCH)	Online Instructor Led	3/24/2014 8:00 AM	3/28/2014 4:00 PM	\$2,995.00
Cisco Implementing Cisco Unified Communications Manager, Level 1 v8.0 (CIPT1)	Online Instructor Led	3/17/2014 8:00 AM	3/21/2014 4:00 PM	\$2,995.00
Cisco Implementing Cisco Unified Communications Manager, Level 2 v8.0 (CIPT2)	Online Instructor Led	2/10/2014 8:00 AM	2/14/2014 4:00 PM	\$2,995.00
Cisco Implementing Cisco Voice Communications and QoS v8.0 (CVOICE)	Online Instructor Led	1/27/2014 8:00 AM	1/31/2014 4:00 PM	\$2,995.00
Cisco Interconnecting Cisco Networking Devices Accelerated v2.0 (CCNAX)	Online Instructor Led	1/13/2014 8:00 AM	1/17/2014 4:00 PM	\$2,995.00
Cisco Interconnecting Cisco Networking Devices Accelerated v2.0 (CCNAX)	Online Instructor Led	2/10/2014 8:00 AM	2/14/2014 4:00 PM	\$2,995.00
Cisco Interconnecting Cisco Networking Devices Accelerated v2.0 (CCNAX)	Online Instructor Led	3/3/2014 8:00 AM	3/7/2014 4:00 PM	\$2,995.00
Cisco Interconnecting Cisco Networking Devices Level 1 v2.0 (ICND1)	Online Instructor Led	1/6/2014 8:00 AM	1/10/2014 4:00 PM	\$1,995.00
Cisco Interconnecting Cisco Networking Devices Level 1 v2.0 (ICND1) NIGHT CLASS	Online Instructor Led	1/13/2014 5:30 PM	1/23/2014 9:30 PM	\$1,995.00
Cisco Interconnecting Cisco Networking Devices Level 1 v2.0 (ICND1) NIGHT CLASS	Online Instructor Led	2/24/2014 5:30 PM	3/6/2014 9:30 PM	\$1,995.00
Cisco Interconnecting Cisco Networking Devices Level 1 v2.0 (ICND1)	Online Instructor Led	3/17/2014 8:00 AM	3/21/2014 4:00 PM	\$1,995.00
Cisco Interconnecting Cisco Networking Devices Level 2 v2.0 (ICND2)	Online Instructor Led	1/20/2014 8:00 AM	1/24/2014 4:00 PM	\$1,995.00
Cisco Interconnecting Cisco Networking Devices Level 2 v2.0 (ICND2) NIGHT CLASS	Online Instructor Led	2/3/2014 5:30 PM	2/13/2014 9:30 PM	\$1,995.00
Cisco Interconnecting Cisco Networking Devices Level 2 v2.0 (ICND2)	Online Instructor Led	3/24/2014 8:00 AM	3/28/2014 4:00 PM	\$1,995.00
Cisco Introducing Cisco Voice and Unified Communications Administration v8.1 (ICOMM)	Online Instructor Led	1/13/2014 8:00 AM	1/17/2014 4:00 PM	\$2,995.00
Cisco Introducing Cisco Voice and Unified Communications Administration v8.1 (ICOMM)	Online Instructor Led	2/17/2014 8:00 AM	2/21/2014 4:00 PM	\$2,995.00
Cisco Introducing Cisco Voice and Unified Communications Administration v8.1 (ICOMM)	Online Instructor Led	3/24/2014 8:00 AM	3/28/2014 4:00 PM	\$2,995.00
Cisco Securing Networks with Cisco Routers and Switches v1.0 (SECURE)	Online Instructor Led	2/3/2014 8:00 AM	2/7/2014 4:00 PM	\$2,995.00
Cisco Troubleshooting and Maintaining Cisco IP Networks v1.0 (TSOOT)	Online Instructor Led	1/20/2014 8:00 AM	1/24/2014 4:00 PM	\$2,995.00
Cisco Troubleshooting and Maintaining Cisco IP Networks v1.0 (TSOOT)	Online Instructor Led	3/3/2014 8:00 AM	3/7/2014 4:00 PM	\$2,995.00
Cisco Troubleshooting Cisco Unified Communications (TVOICE)	Online Instructor Led	2/24/2014 8:00 AM	2/28/2014 4:00 PM	\$2,995.00
CompTIA Advanced Security Practitioner (CASP)	Online Instructor Led	2/10/2014 8:00 AM	2/14/2014 4:00 PM	\$1,995.00
CompTIA Linux+ Certification	Online Instructor Led	1/13/2014 8:00 AM	1/17/2014 4:00 PM	\$795.00
CompTIA Linux+ Certification	Online Instructor Led	2/3/2014 8:00 AM	2/7/2014 4:00 PM	\$795.00
CompTIA Linux+ Certification	Online Instructor Led	3/31/2014 8:00 AM	4/4/2014 4:00 PM	\$795.00
CompTIA Project+ Certification - A CompTIA Certification (2009 Objectives)	Online Instructor Led	2/10/2014 8:00 AM	2/14/2014 4:00 PM	\$795.00
CompTIA Project+ Certification - A CompTIA Certification (2009 Objectives)	Online Instructor Led	3/24/2014 8:00 AM	3/28/2014 4:00 PM	\$795.00
CompTIA Server+ Certification	Online Instructor Led	2/24/2014 8:00 AM	2/28/2014 4:00 PM	\$795.00
CompTIA Storage+ Certification	Online Instructor Led	3/31/2014 8:00 AM	4/4/2014 4:00 PM	\$795.00



Course Schedule January to March 2014

Computer Hacking Forensics Investigator (CHFI)	Online Instructor Led	1/13/2014 8:00 AM	1/17/2014 4:00 PM	\$2,395.00
Crystal Reports 2011 - Level 1	Online Instructor Led	1/6/2014 8:00 AM	1/7/2014 4:00 PM	\$675.00
Crystal Reports 2011 - Level 1	Online Instructor Led	2/19/2014 8:00 AM	2/20/2014 4:00 PM	\$675.00
Crystal Reports 2011 - Level 1	Online Instructor Led	3/13/2014 8:00 AM	3/14/2014 4:00 PM	\$675.00
Crystal Reports 2011 - Level 2	Online Instructor Led	1/30/2014 8:00 AM	1/31/2014 4:00 PM	\$675.00
Crystal Reports 2011 - Level 2	Online Instructor Led	3/19/2014 8:00 AM	3/20/2014 4:00 PM	\$675.00
Crystal Reports XI - Level 1	Online Instructor Led	2/25/2014 8:00 AM	2/26/2014 4:00 PM	\$675.00
Crystal Reports XI - Level 1	Online Instructor Led	3/17/2014 8:00 AM	3/18/2014 4:00 PM	\$675.00
Crystal Reports XI - Level 2	Online Instructor Led	3/4/2014 8:00 AM	3/5/2014 4:00 PM	\$675.00
Crystal Reports XI - Level 2	Online Instructor Led	3/24/2014 8:00 AM	3/25/2014 4:00 PM	\$675.00
EC Council Disaster Recovery	Online Instructor Led	1/27/2014 8:00 AM	1/31/2014 4:00 PM	\$2,395.00
Effective Business Writing	Online Instructor Led	1/16/2014 8:00 AM	1/16/2014 4:00 PM	\$295.00
Effective Business Writing	Online Instructor Led	2/5/2014 8:00 AM	2/5/2014 4:00 PM	\$295.00
Effective Business Writing	Online Instructor Led	2/26/2014 8:00 AM	2/26/2014 4:00 PM	\$295.00
Effective Business Writing	Online Instructor Led	3/18/2014 8:00 AM	3/18/2014 4:00 PM	\$295.00
Effective Time Management	Online Instructor Led	1/17/2014 8:00 AM	1/17/2014 4:00 PM	\$295.00
Effective Time Management	Online Instructor Led	2/19/2014 8:00 AM	2/19/2014 4:00 PM	\$295.00
Effective Time Management	Online Instructor Led	3/27/2014 8:00 AM	3/27/2014 4:00 PM	\$295.00
Fundamentals of Customer Service	Online Instructor Led	1/6/2014 8:00 AM	1/6/2014 4:00 PM	\$295.00
Fundamentals of Customer Service	Online Instructor Led	2/20/2014 8:00 AM	2/20/2014 4:00 PM	\$295.00
Get Going With QuickBooks 2013 for Windows	Online Instructor Led	1/2/2014 8:00 AM	1/2/2014 4:00 PM	\$295.00
Grammar Essentials	Online Instructor Led	1/23/2014 8:00 AM	1/23/2014 4:00 PM	\$295.00
ITIL Foundations 2011 Edition	Online Instructor Led	1/8/2014 8:00 AM	1/10/2014 4:00 PM	\$1,675.00
ITIL Foundations 2011 Edition	Online Instructor Led	1/22/2014 8:00 AM	1/24/2014 4:00 PM	\$1,675.00
ITIL Foundations 2011 Edition	Online Instructor Led	2/5/2014 8:00 AM	2/7/2014 4:00 PM	\$1,675.00
ITIL Foundations 2011 Edition	Online Instructor Led	2/19/2014 8:00 AM	2/21/2014 4:00 PM	\$1,675.00
ITIL Foundations 2011 Edition	Online Instructor Led	3/5/2014 8:00 AM	3/7/2014 4:00 PM	\$1,675.00
ITIL Foundations 2011 Edition	Online Instructor Led	3/17/2014 8:00 AM	3/19/2014 4:00 PM	\$1,675.00
ITIL Intermediate Operational Support & Analysis 2011 Edition	Online Instructor Led	1/13/2014 8:00 AM	1/17/2014 4:00 PM	\$1,795.00
ITIL Intermediate Service Operation 2011 Edition	Online Instructor Led	1/21/2014 8:00 AM	1/24/2014 4:00 PM	\$1,795.00
Managing Projects using Microsoft Project Server 2010	Online Instructor Led	1/13/2014 8:00 AM	1/15/2014 4:00 PM	\$1,195.00



Course Schedule January to March 2014

Managing Projects using Microsoft Project Server 2010	Online Instructor Led	2/19/2014 8:00 AM	2/21/2014 4:00 PM	\$1,195.00
Microsoft SharePoint Designer 2010 - Level 1	Online Instructor Led	1/7/2014 8:00 AM	1/7/2014 4:00 PM	\$295.00
Microsoft SharePoint Designer 2010 - Level 1	Online Instructor Led	3/19/2014 8:00 AM	3/19/2014 4:00 PM	\$295.00
Microsoft SharePoint Designer 2010 - Level 2	Online Instructor Led	1/13/2014 8:00 AM	1/13/2014 4:00 PM	\$295.00
Microsoft SharePoint Designer 2010 - Level 2	Online Instructor Led	3/26/2014 8:00 PM	3/26/2014 4:00 PM	\$295.00
Microsoft SharePoint Designer 2013	Online Instructor Led	2/28/2014 8:00 AM	2/28/2014 4:00 PM	\$295.00
Microsoft SharePoint Designer 2013	Online Instructor Led	3/24/2014 8:00 AM	3/24/2014 4:00 PM	\$295.00
Microsoft SharePoint Foundation 2010 - Level 1	Online Instructor Led	1/2/2014 8:00 AM	1/3/2014 4:00 PM	\$550.00
Microsoft SharePoint Foundation 2010 - Level 1	Online Instructor Led	1/14/2014 8:00 AM	1/15/2014 4:00 PM	\$550.00
Microsoft SharePoint Foundation 2010 - Level 1	Online Instructor Led	2/11/2014 8:00 AM	2/12/2014 4:00 PM	\$550.00
Microsoft SharePoint Foundation 2010 - Level 2	Online Instructor Led	1/9/2014 8:00 AM	1/10/2014 4:00 PM	\$550.00
Microsoft SharePoint Foundation 2010 - Level 2	Online Instructor Led	1/21/2014 8:00 AM	1/22/2014 4:00 PM	\$550.00
Microsoft SharePoint Foundation 2010 - Level 2	Online Instructor Led	2/17/2014 8:00 AM	2/18/2014 4:00 PM	\$550.00
Microsoft SharePoint Foundation 2013: Site Owner	Online Instructor Led	2/20/2014 8:00 AM	2/20/2014 4:00 PM	\$295.00
Microsoft SharePoint Foundation 2013: Site Owner	Online Instructor Led	3/14/2014 8:00 AM	3/14/2014 4:00 PM	\$295.00
Microsoft SharePoint Foundation 2013: Site User	Online Instructor Led	2/21/2014 8:00 AM	2/21/2014 4:00 PM	\$295.00
Microsoft SharePoint Foundation 2013: Site User	Online Instructor Led	3/11/2014 8:00 AM	3/11/2014 4:00 PM	\$295.00
Microsoft SharePoint Foundation 2013: Site User	Online Instructor Led	3/25/2014 8:00 AM	3/25/2014 4:00 PM	\$295.00
OneNote 2010	Online Instructor Led	1/2/2014 8:00 AM	1/2/2014 4:00 PM	\$295.00
Oracle Database 11g - Administration I	Online Instructor Led	2/24/2014 8:00 AM	2/28/2014 4:00 PM	\$295.00
Oracle Database 11g - Administration II	Online Instructor Led	3/10/2014 8:00 AM	3/14/2014 4:00 PM	\$1,995.00
Oracle Database 11g - PL/SQL Fundamentals	Online Instructor Led	2/3/2014 8:00 AM	2/7/2014 4:00 PM	\$1,995.00
Oracle Database 11g - SQL Fundamentals	Online Instructor Led	1/20/2014 8:00 AM	1/24/2014 4:00 PM	\$1,995.00
Oracle Database 11g - SQL Fundamentals	Online Instructor Led	3/3/2014 8:00 AM	3/7/2014 4:00 PM	\$1,995.00
Planning, Deploying and Managing Microsoft Project Server 2010	Online Instructor Led	1/22/2014 8:00 AM	1/24/2014 4:00 PM	\$1,195.00
Planning, Deploying and Managing Microsoft Project Server 2010	Online Instructor Led	3/5/2014 8:00 AM	3/7/2014 4:00 PM	\$1,195.00
Project Management Essentials	Online Instructor Led	1/27/2014 8:00 AM	1/29/2014 4:00 PM	\$795.00
Project Management Essentials	Online Instructor Led	2/18/2014 8:00 AM	2/20/2014 4:00 PM	\$795.00
Project Management Essentials	Online Instructor Led	3/12/2014 8:00 AM	3/14/2014 4:00 PM	\$795.00
Project Management Fundamentals	Online Instructor Led	1/10/2014 8:00 AM	1/10/2014 4:00 PM	\$295.00
Project Management Fundamentals	Online Instructor Led	2/5/2014 8:00 AM	2/5/2014 4:00 PM	\$295.00



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Project Management Fundamentals	Online Instructor Led	3/18/2014 8:00 AM	3/18/2014 4:00 PM	\$295.00
Project Management Professional (PMP) Certification Preparation	Online Instructor Led	1/6/2014 8:00 AM	1/10/2014 4:00 PM	\$1,995.00
Project Management Professional (PMP) Certification Preparation	Online Instructor Led	2/3/2014 8:00 AM	2/7/2014 4:00 PM	\$1,995.00
Project Management Professional (PMP) Certification Preparation	Online Instructor Led	2/17/2014 8:00 AM	2/21/2014 4:00 PM	\$1,995.00
Project Management Professional (PMP) Certification Preparation	Online Instructor Led	3/3/2014 8:00 AM	3/7/2014 4:00 PM	\$1,995.00
Project Management Professional (PMP) Certification Preparation	Online Instructor Led	3/17/2014 8:00 AM	3/21/2014 4:00 PM	\$1,995.00
Visio Professional 2010 - Level 1	Online Instructor Led	1/3/2014 8:00 AM	1/3/2014 4:00 PM	\$295.00

WELCOME TO SKILLSOFT ONLINE TRAINING!

The ITS Institute has entered into an agreement with Skillsoft to provide self-paced, on-line training to Mississippi public entities. State agencies, county and local governments, public schools, and institutions of higher learning are eligible to participate in this agreement.

Skillsoft offers over 3,200 courses available via the Internet. For a complete listing, visit www.skillsoft.com/catalog/.

Training is available anywhere, anytime. Students progress at their own speed and can return to the courses for "just-in-time" reference. Skill Assessment helps students measure their progress. There is sound instructional design and consistent content for all students. Throughout the courses there are multi-step simulations to give students an opportunity to practice what they have learned.

Available subscriptions and costs:

- **Skillchoice Complete** - \$225 per student for one full year, includes the following:
 - Business Courseware Collection (1,000 courses)
 - Desktop Courseware Collection (500 courses)
 - IT Courseware Collection (1,700 courses)
 - Mentoring
 - Express Guides
 - Business Pro by Books 24x7 (8,000 digitized books)
 - IT Pro by Books 24x7 (11,000 digitized books)
 - Office Essentials by Books 24x7 (600 digitized books)
- **Full Library** – \$150 per student for one full year, includes the following:
 - Business Courseware Collection (1,000 courses)
 - Desktop Courseware Collection (500 courses)
 - IT Courseware Collection (1,700 courses)
- **Technical (IT) Library** - \$150 per student for one full year, includes the following:
 - IT Courseware Collection (1,700 courses)
 - IT Pro by Books 24x7 (11,000 digitized books)
 - Mentoring
- **Business Library** - \$150 per student for one full year, includes the following:
 - Business Courseware Collection (1,000 courses)
 - Business Pro by Books 24x7 (8,000 digitized books)
 - Mentoring
- **Desktop Library** - \$55 per student for one full year subscription, includes the following:
 - Desktop Courseware Collection (500 courses)
 - Office Essentials from Books 24x7 (600 digitized books)

If an employee leaves the department, the student ID may be reassigned to another staff member for the balance of the license period. Access to all courses is one price per student, which includes technical support, marketing support, and reporting capabilities. Installation is minimal since courses play directly from standard browsers and use a Shockwave plug-in for simulations.

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How to Participate:

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September 2013

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Networking and UNIX Name Resolution	107849_ENG
Managing UNIX Clients	211844_ENG
Administering UNIX Network Services	211845_ENG
UNIX Systems Management	211846_ENG

■ UNIX: Operating System Fundamentals

Introduction to UNIX	78920_ENG
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UNIX System Architecture	78924_ENG
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■ **UNIX: Shell Programming**

UNIX Shell Scripting Basics	83855_ENG
UNIX Shell Scripting Tools	110852_ENG
Writing UNIX Shell Programs	83877_ENG

■ **UNIX: The User Environment**

Customizing the UNIX User Environment	80536_ENG
Working with UNIX Files and Directories	80533_ENG
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OPERATING SYSTEMS AND SERVER TECHNOLOGIES

UNIX ESSENTIALS

■ **Unix Fundamentals**

UNIX Fundamentals: Overview	lu_unix_a01_it_enus
UNIX Fundamentals: Shell Scripting Basics	lu_unix_a02_it_enus
UNIX Fundamentals: Files and Directories	lu_unix_a03_it_enus
UNIX Fundamentals: Security	lu_unix_a04_it_enus
UNIX Fundamentals: Network Administration	lu_unix_a05_it_enus

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LINUX PROFESSIONAL INSTITUTE

■ **Linux Professional Institute: Junior Level Linux Professional (LPIC-1) Exam 101**

Junior Level LPIC-1 Exam 101: Linux System Architecture.....	lu_ljlp_a01_it_enus
Junior Level LPIC-1 Exam 101: Linux Installation.....	lu_ljlp_a02_it_enus
Junior Level LPIC-1 Exam 101: Linux Package Management.....	lu_ljlp_a03_it_enus
Junior Level LPIC-1 Exam 101: Unix Command Line	lu_ljlp_a04_it_enus
Junior Level LPIC-1 Exam 101: File Management and Redirects	lu_ljlp_a05_it_enus
Junior Level LPIC-1 Exam 101: Process Management	lu_ljlp_a06_it_enus
Junior Level LPIC-1 Exam 101: Working With Text Files	lu_ljlp_a07_it_enus

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Junior Level LPIC-1 Exam 101: Partitions and File Systems.....	lu_ljlp_a08_it_enus
Junior Level LPIC-1 Exam 101: File and Storage Administration	lu_ljlp_a09_it_enus

Linux System Maintenance and Hardware Configuration.....	lu_lalp_a07_it_enus
Linux Security	lu_lalp_a08_it_enus
Linux System Troubleshooting	lu_lalp_a09_it_enus

■ Linux Professional Institute: Junior Level Linux Professional (LPIC-1) Exam 102

Junior Level LPIC-1 Exam 102: Customize and Use the Linux Shell Environment	lu_lklp_a01_it_enus
Junior Level LPIC-1 Exam 102: User Interfaces and Desktops.....	lu_lklp_a02_it_enus
Junior Level LPIC-1 Exam 102: Manage Users and Groups Accounts and Jobs in Linux.....	lu_lklp_a03_it_enus
Junior Level LPIC-1 Exam 102: Essential Linux System Services.....	lu_lklp_a04_it_enus
Junior Level LPIC-1 Exam 102: Linux Networking Fundamentals.....	lu_lklp_a05_it_enus
Junior Level LPIC-1 Exam 102: Basic Linux network troubleshooting	lu_lklp_a06_it_enus
Junior Level LPIC-1 Exam 102: Linux Security	lu_lklp_a07_it_enus
Junior Level LPIC-1 Exam 102: Linux Encryption	lu_lklp_a08_it_enus

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VMWARE

■ VMware Overview

Virtualization with VMware: An Overview	vi_vmwo_a01_it_enus
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VMware Server Overview	vi_vmwo_a03_it_enus
VMware Datacenter Overview	vi_vmwo_a04_it_enus

■ VMware Workstation

VMware Workstation 7: Getting started with Virtual Machines	vi_vmst_a01_it_enus
VMware Workstation 7: Managing Virtual Machines.....	vi_vmst_a02_it_enus

■ VMware: Datacenter Virtualization with vSphere 5 - Part 2

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VMware vSphere 5 - Part 2: High Availability and Fault Tolerance	vi_vmpc_a02_it_enus
VMware vSphere 5 - Part 2: Processor and Resource Management.....	vi_vmpc_a03_it_enus
VMware vSphere 5 - Part 2: DRS, Resource Pools, and vApps	vi_vmpc_a04_it_enus
VMware vSphere 5 - Part 2: Logging and Performance	vi_vmpc_a05_it_enus
VMware vSphere 5 - Part 2: vSphere Security	vi_vmpc_a06_it_enus
VMware vSphere 5 - Part 2: Securing Hosts, Internal Components, Certificate Use	vi_vmpc_a07_it_enus
VMware vSphere 5 - Part 2: Host Profiles, Update Manager, and Auto Deploy	vi_vmpc_a08_it_enus
VMware vSphere 5 - Part 2: vCenter Server Appliance Deployments and Upgrades	vi_vmpc_a09_it_enus
VMware vSphere 5 - Part 2: Upgrading Hosts and Virtual Machines	vi_vmpc_a10_it_enus

■ VMware: Datacenter Virtualization Design and Optimization with vSphere 5

VMware vSphere 5 – Datacenter Design: Introducing vSphere Design Fundamentals	vi_vmpo_a01_it_enus
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OPERATING SYSTEMS AND SERVER TECHNOLOGIES

LINUX LPI LEVEL 2

■ Linux Intermediate System Administration

Linux Kernel Compilation and System Startup	221118_ENG
Linux Filesystem Management and File Sharing	221129_ENG
Linux Networking Configuration	221146_ENG
Linux Networking Services	221157_ENG
Linux Hardware Configuration and System Maintenance.....	221174_ENG
Security in the Linux Environment	222680_ENG
Linux System Customization and Automation	221197_ENG
Linux Troubleshooting	221186_ENG

■ LPIC Advanced Level Linux Professional (LPIC-2) Exam 201 and 202

Linux User Notification and Device Management	lu_lalp_a01_it_enus
E-mail and Security in Linux	lu_lalp_a02_it_enus
Linux Kernel Compilation and Linux Startup	lu_lalp_a03_it_enus
Linux File Sharing and Filesystem Management	lu_lalp_a04_it_enus
Linux Network Configuration	lu_lalp_a05_it_enus
Linux Network Services	lu_lalp_a06_it_enus

IT SKILLS COURSEWARE

VMware vSphere 5 – Datacenter Design:
Creating vSphere Conceptual and Logical
Designs vi_vmpo_a02_it_enus
VMware vSphere 5 – Datacenter Design:
vSphere Network and Storage Designvi_vmpo_a03_it_enus
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Management, and Implementation... vi_vmpo_a04_it_enus

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Virtualization..... vi_vmwa_a01_it_enus
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Installation vi_vmwa_a02_it_enus
VMware vSphere 5 - Part 1: vSphere Client
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VMware vSphere 5 - Part 1: ESXi Installation
and Configuration vi_vmwa_a04_it_enus
VMware vSphere 5 – Part 1: vCenter Server
Inventory vi_vmwa_a05_it_enus
VMware vSphere 5 - Part 1: vCenter Server
Administration vi_vmwa_a06_it_enus
VMware vSphere 5 - Part 1: vCenter Server
Management vi_vmwa_a07_it_enus
VMware vSphere 5 - Part 1: Creating Virtual
Machines vi_vmwa_a08_it_enus
VMware vSphere 5 - Part 1: Configuring and
Managing Virtual Machines vi_vmwa_a09_it_enus
VMware vSphere 5 - Part 1: An Overview of
Virtual Network Creation vi_vmwa_a10_it_enus
VMware vSphere 5 - Part 1: Configuring and
Managing Virtual Networks vi_vmwa_a11_it_enus
VMware vSphere 5 - Part 1: Introduction to
vSphere Storage Concepts vi_vmwa_a12_it_enus
VMware vSphere 5 – Part 1: Storage
Configuration and Management..... vi_vmwa_a13_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MENTORING ASSETS

■ Mentoring Assets

Mentoring 70-640 TS: Windows Server 2008
Active Directory, Configuring.....mnt70640
Mentoring 70-642 TS: Windows Server 2008
Network Infrastructure, Configuring.....mnt70642
Mentoring 70-643 TS: Windows Server 2008
Application Infrastructure, Configuringmnt70643
Mentoring 70-646 PRO: Windows Server 2008,
Server Administrator.....mnt70646

Mentoring 70-647 Pro: Windows Server 2008,
Enterprise Administrator mnt70647
Mentoring 70-680 TS: Windows 7, Configuring .. mnt70680
Mentoring 70-686 PRO: Windows 7, Enterprise
Desktop Administrator.....mnt70686
Mentoring SK0-003 Server+mntsk0003
Mentoring 70-685 PRO: Windows 7, Enterprise
Desktop Support Technician mnt70685
Mentoring 70-668 PRO: Microsoft SharePoint
2010, Administrator.....mnt70668
Mentoring 70-667 TS: Microsoft SharePoint
2010, Configuring.....mnt70667
Mentoring LX0-101 Linux+ Powered by LPI Exam
1mnlx0101
Mentoring LX0-102 Linux+ Powered by LPI Exam
2mnlx0102
Mentoring 70-662 TS: Microsoft Exchange
Server 2010, Configuring mnt70662
Mentoring 70-659 TS: Windows Server 2008 R2,
Server Virtualization mnt70659
Mentoring VMware: Datacenter Virtualization
with vSphere 5 - Part 2mtesvc5p2
Mentoring 220-801 CompTIA A+ mnt220801
Mentoring 220-802 CompTIA A+ mnt220802
Mentoring 70-687 Configuring Windows 8 mnt70687
Mentoring 70-410 Installing and Configuring
Windows Server 2012.....mnt70410
Mentoring 70-461 Querying Microsoft SQL
Server 2012mnt70461
Mentoring 70-411 Administering Windows
Server 2012mnt70411
Mentoring 70-412 Configuring Advanced
Windows Server 2012 Servicesmnt70412
Mentoring 70-688 Managing and Maintaining
Windows 8mnt70688
Mentoring VMware Certified Professional 5,
Data Center Virtualization (VCP5-DCV).....mtesvc5p1

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TEST PREPS

■ Test Preps

TestPrep 70-640 TS: Windows Server 2008
Active Directory, Configuring.....ws_mwcd_a01_tp_enus
TestPrep 70-642 TS: Windows Server 2008
Network Infrastructure, Configuringws_mwci_a01_tp_enus
TestPrep 70-643 TS: Windows Server 2008
Applications Infrastructure, Configuringws_mwcf_a01_tp_enus
TestPrep 70-680 TS: Windows 7, Configuring mw_mwcg_a01_tp_enus

IT SKILLS COURSEWARE

TestPrep SK0-003 Server+ cs_csvr_a01_tp_enus
TestPrep 70-686 PRO: Windows 7, Enterprise
Desktop Administrator mw_mwda_a01_tp_enus
TestPrep 70-685 PRO: Windows 7, Enterprise
Desktop Support Technician mw_mwet_a01_tp_enus
TestPrep 70-647 PRO: Windows Server 2008,
Enterprise Administrator ws_mwse_a01_tp_enus
TestPrep 70-646 PRO: Windows Server 2008,
Server Administrator ws_wsad_a01_tp_enus
TestPrep 70-667 TS: Microsoft SharePoint
2010, Configuring es_msst_a01_tp_enus
TestPrep 70-668 PRO: Microsoft SharePoint
2010, Administrator es_mssa_a01_tp_enus
TestPrep LX0-101 Linux+ Powered by LPI Exam
1 lu_lpad_a01_tp_enus
TestPrep LX0-102 Linux+ Powered by LPI Exam
2 lu_lpad_a02_tp_enus
TestPrep 70-662 TS: Microsoft Exchange
Server 2010, Configuring es_mesc_a01_tp_enus
TestPrep 70-659 TS: Windows Server 2008 R2,
Server Virtualization hv_wshv_a01_tp_enus
TestPrep 220-801 CompTIA A+ cs_apel_a01_tp_enus
TestPrep 220-802 CompTIA A+ cs_appa_a01_tp_enus
TestPrep 70-410 Installing and Configuring
Windows Server 2012 ws_icfg_a01_tp_enus
TestPrep 70-687 Configuring Windows 8 mw_mwco_a01_tp_enus
TestPrep 70-411 Administering Windows Server
2012 ws_admn_a01_tp_enus

INTERNET AND NETWORK TECHNOLOGIES

SOCIAL NETWORKING

Social Networking for Users

Social Networking for Users sn_snts_a01_dt_enus

INTERNET AND NETWORK TECHNOLOGIES

COMPTIA NETWORKING, INTERNETWORKING, AND SECURITY TECHNOLOGIES

CompTIA Network+ 2012

CompTIA Network+ 2012: Networking Concepts
Part 1 cs_ctmt_a01_it_enus
CompTIA Network+ 2012: Networking Concepts
Part 2 cs_ctmt_a02_it_enus

CompTIA Network+ 2012: Network Installation
and Configuration Part 1 cs_ctmt_a03_it_enus
CompTIA Network+ 2012: Network Installation
and Configuration Part 2 cs_ctmt_a04_it_enus
CompTIA Network+ 2012: Network Media and
Topologies Part 1 cs_ctmt_a05_it_enus
CompTIA Network+ 2012: Network Media and
Topologies Part 2 cs_ctmt_a06_it_enus
CompTIA Network+ 2012: Network Management cs_ctmt_a07_it_enus
CompTIA Network+ 2012: Network Security Part
1 cs_ctmt_a08_it_enus
CompTIA Network+ 2012: Network Security Part
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CompTIA Network+ 2012: Network Security Part
3 cs_ctmt_a10_it_enus

CompTIA Security+ 2011

CompTIA Security+ 2011: Control Fundamentals
and Security Threats cs_styp_a01_it_enus
CompTIA Security+ 2011: Network Protocols,
Attacks, and Defenses cs_styp_a02_it_enus
CompTIA Security+ 2011: Securing Networks
and Performing Security Assessments cs_styp_a03_it_enus
CompTIA Security+ 2011: Network and System
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CompTIA Security+ 2011: Remote Access and
Wireless Security cs_styp_a05_it_enus
CompTIA Security+ 2011: Authentication,
Biometrics, and Security Controls cs_styp_a06_it_enus
CompTIA Security+ 2011: Securing the IT
Environment cs_styp_a07_it_enus
CompTIA Security+ 2011: Cryptography and
Public Key Infrastructures cs_styp_a08_it_enus
CompTIA Security+ 2011: Securing
Applications, Virtualization, & Cloud
Computing cs_styp_a09_it_enus
CompTIA Security+ 2011: BC, DR, Security
Training, and Forensics cs_styp_a10_it_enus

INTERNET AND NETWORK TECHNOLOGIES

NETWORK PROTOCOLS

TCP/IP: Mobile IP and IP Mobility

Mobile IP 211788_ENG
IP Mobility 211789_ENG

IT SKILLS COURSEWARE

TCP/IP: Protocols for Securing Web Transactions

Digital Payments 212561_ENG

TCP/IP: Network Management Protocols

SNMP, MIBs, and RMON 210670_ENG

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DATA/TELECOMMUNICATIONS

IPv6 and Future Applications

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Lightweight Directory Access Protocol

LDAP Fundamentals 85776_ENG

Designing and Maintaining LDAP Directory Services 84923_ENG

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WIRELESS COMMUNICATIONS

Advanced Wireless Technologies

Beyond 3G (B3G) 219522_ENG

4G Communication Systems 219523_ENG

4G Implementations 221229_ENG

Non-Cellular Wireless Technology 219524_ENG

INTERNET AND NETWORK TECHNOLOGIES

WIRELESS

Understanding and Evaluating RFID Technology for your Business

RFID Technology and Business Applications 232047_ENG

RFID: Applications Management 232057_ENG

INTERNET AND NETWORK TECHNOLOGIES

NETWORKING AND TELECOMMUNICATIONS FUNDAMENTALS

Introduction to Voice over IP

PSTN and VoIP Fundamentals dt_voce_a01_it_enus

VoIP Technologies dt_voce_a02_it_enus

VoIP Quality and Security dt_voce_a03_it_enus

INTERNET AND NETWORK TECHNOLOGIES

SECURITY SOLUTIONS

SSCP

SSCP Domain: Access Controls sp_sycp_a01_it_enus

SSCP Domain: Cryptography sp_sycp_a02_it_enus

SSCP Domain: Malicious Code sp_sycp_a03_it_enus

SSCP Domain: Monitoring and Analysis Part 1 sp_sycp_a04_it_enus

SSCP Domain: Monitoring and Analysis Part 2 sp_sycp_a05_it_enus

SSCP Domain : Networks and Telecommunications Part 1.....sp_sycp_a06_it_enus

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SSCP Domain : Security Operations and Administration Part 1.....sp_sycp_a08_it_enus

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SSCP Domain : Risk, Response, and Recovery sp_sycp_a11_it_enus

Certified Internet Security Auditor (CISA)

CISA Domain: The Process of Auditing Information Systems – Part1 sp_cisa_a01_it_enus

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CISA Domain: Governance and Management of IT - Part 1 sp_cisa_a03_it_enus

CISA Domain: Governance and Management of IT - Part 2 sp_cisa_a04_it_enus

CISA Domain: IS Acquisition, Development, and Implementation - Part 1.....sp_cisa_a05_it_enus

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CISA Domain: IS Operations, Maintenance and Support – Part 1.....sp_cisa_a07_it_enus

CISA Domain: IS Operations, Maintenance, and Support - Part 2.....sp_cisa_a08_it_enus

IT SKILLS COURSEWARE

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Assets – Part 1 sp_cisa_a09_it_enus
CISA Domain: Protection of Information
Assets – Part 2 sp_cisa_a10_it_enus
CISA Domain: IS Acquisition, Development and Implementation - Part 3 sp_cisa_a11_it_enus

Certified Information Systems Security Professional (CISSP) 2012

CISSP 2012 Domain: Access Control sp_cpte_a01_it_enus
CISSP 2012 Domain: Telecommunications and Network Security sp_cpte_a02_it_enus
CISSP 2012 Domain: Information Security Governance and Risk Management..sp_cpte_a03_it_enus
CISSP 2012 Domain: Cryptography .sp_cpte_a05_it_enus
CISSP 2012 Domain: Operations Security sp_cpte_a07_it_enus
CISSP 2012 Domain: Business Continuity and Disaster Recovery Planning sp_cpte_a08_it_enus
CISSP 2012 Domain: Legal, Regulations, Investigations, and Compliance sp_cpte_a09_it_enus
CISSP 2012 Domain: Physical (Environment) Security sp_cpte_a10_it_enus
CISSP 2012 Domain: Software Development Security sp_cpte_a04_it_enus
CISSP 2012 Domain: Security Architecture and Design sp_cpte_a06_it_enus

Certified Information Security Manager (CISM) 2012

CISM 2012: Information Security Governance (Part 1) sp_cisn_a01_it_enus
CISM 2012: Information Security Governance (Part 2) sp_cisn_a02_it_enus
CISM 2012: Information Security Governance (Part 3) sp_cisn_a03_it_enus
CISM 2012: Information Risk Management and Compliance (Part 1) sp_cisn_a04_it_enus
CISM 2012: Information Risk Management and Compliance (Part 2) sp_cisn_a05_it_enus
CISM 2012: Information Security Program Development and Management (Part 1)sp_cisn_a06_it_enus
CISM 2012: Information Security Program Development and Management (Part 2)sp_cisn_a07_it_enus
CISM 2012: Information Security Program Development and Management (Part 3)sp_cisn_a08_it_enus
CISM 2012: Information Security Program Development and Management (Part 4)sp_cisn_a09_it_enus
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CISM 2012: Information Security Incident Management (Part 1) sp_cisn_a11_it_enus

CISM 2012: Information Security Incident Management (Part 2)sp_cisn_a12_it_enus

INTERNET AND NETWORK TECHNOLOGIES

CISCO

CAPPS 8.0: Integrating Cisco Unified Communications Applications

Cisco CAPPS 8.0: Introduction to Voice-Mail cc_caps_a01_it_enus
Cisco CAPPS 8.0: Integrating Cisco Unity Connection with CUCM.....cc_caps_a02_it_enus
Cisco CAPPS 8.0: Configuring the CUC System and Dial Plan Componentscc_caps_a03_it_enus
Cisco CAPPS 8.0: Implementing Cisco Unity Connection.....cc_caps_a04_it_enus
Cisco CAPPS 8.0: Implementing Cisco Unity Express in CUCM Express Environmentcc_caps_a05_it_enus
Cisco CAPPS 8.0: Cisco Unity Express Users and Auto Attendantcc_caps_a06_it_enus
Cisco CAPPS 8.0: Troubleshooting Cisco Unity Express.....cc_caps_a07_it_enus
Cisco CAPPS 8.0: Voice Profile for Internet Mail Implementation.....cc_caps_a08_it_enus
Cisco CAPPS 8.0: Understanding Cisco Unified Presence Implementationcc_caps_a09_it_enus
Cisco CAPPS 8.0: Integrating Cisco Unified Presence and its Componentscc_caps_a10_it_enus

IPS 7.0: Implementing Cisco Intrusion Prevention System

Cisco IPS 7.0: Introduction to Intrusion Prevention and Detection Systemscc_ipss_a01_it_enus
Cisco IPS 7.0: IPS Traffic Analysis, Countermeasures, and Deployment Architecturecc_ipss_a02_it_enus
Cisco IPS 7.0: Performing the Cisco IPS Sensor Initial Setupcc_ipss_a03_it_enus
Cisco IPS 7.0: Managing Cisco IPS Devices cc_ipss_a04_it_enus
Cisco IPS 7.0: Implementing Cisco Unity Express in CUCM Express Environmentcc_ipss_a05_it_enus
Cisco IPS 7.0: Configuring Cisco IPS Signature Engines and Anomaly Detectioncc_ipss_a06_it_enus
Cisco IPS 7.0: Adapting Traffic Analysis and Response to the Environment.....cc_ipss_a07_it_enus
Cisco IPS 7.0: False Positives, Negatives and Response Improvement.....cc_ipss_a08_it_enus
Cisco IPS 7.0: Managing and Analyzing Events cc_ipss_a09_it_enus
Cisco IPS 7.0: Virtualization, High-Availability, and High-Performance Solutionscc_ipss_a10_it_enus

IT SKILLS COURSEWARE

Cisco IPS 7.0: Configuring and Maintaining
Cisco IPS Hardware cc_ipss_a11_it_enus

■ SECURE 1.0: Securing Networks with Cisco Routers and Switches

Cisco SECURE 1.0: Protection Controls and Identity-based Network Services cc_cure_a01_it_enus

Cisco SECURE 1.0: Deploying Basic 802.1X Features cc_cure_a02_it_enus

Cisco SECURE 1.0: Advanced Switched Data Plane Security Controls cc_cure_a03_it_enus

Cisco SECURE 1.0: Advanced Routed Data Plane Security Controls cc_cure_a04_it_enus

Cisco SECURE 1.0: Advanced Control Plane Security Controls cc_cure_a05_it_enus

Cisco SECURE 1.0: Deploying Advanced Management Plane Security Controlscc_cure_a06_it_enus

Cisco SECURE 1.0: Deploying Network Address Translation cc_cure_a07_it_enus

Cisco SECURE 1.0: Deploying Basic Zone-Based Policy Firewalls cc_cure_a08_it_enus

Cisco SECURE 1.0: Deploying Advanced Zone-Based Policy Firewalls cc_cure_a09_it_enus

Cisco SECURE 1.0: Deploying Cisco IOS Software IPS cc_cure_a10_it_enus

Cisco SECURE 1.0: Site-to-Site VPN Architectures and Technologies cc_cure_a11_it_enus

Cisco SECURE 1.0: Deploying Scalable Authentication in Site-to-Site IPSec VPNscc_cure_a12_it_enus

Cisco SECURE 1.0: Deploying DMVPNs cc_cure_a13_it_enus

Cisco SECURE 1.0: Deploying Tunnel-Based IPSec VPNs and GET VPNs cc_cure_a14_it_enus

Cisco SECURE 1.0: Remote Access VPNs cc_cure_a15_it_enus

Cisco SECURE 1.0: Deploying Remote Access Solutions Using SSL VPN cc_cure_a16_it_enus

■ CIPT1 8.0: Implementing Cisco Unified Communications Manager Part 1

Cisco CIPT1 8.0: Introduction to Cisco Unified Communications Manager cc_cptz_a01_it_enus

Cisco CIPT1 8.0: Cisco Unified Communications Manager Administrationcc_cptz_a02_it_enus

Cisco CIPT1 8.0: Cisco Unified Communications Manager Single-Site On-Net Calling cc_cptz_a03_it_enus

Cisco CIPT1 8.0: Implementing PSTN gateways in Cisco Unified Communications Managercc_cptz_a04_it_enus

Cisco CIPT1 8.0: CUCM Call Routing Components and Calling Privileges .. cc_cptz_a05_it_enus

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Cisco CIPT1 8.0: Implementing Call Coverage cc_cptz_a07_it_enus
Cisco CIPT1 8.0: Implementing Media Resources in Unified Communications Managercc_cptz_a08_it_enus
Cisco CIPT1 8.0: Feature and Application Implementation cc_cptz_a09_it_enus
Cisco CIPT1 8.0: Cisco Unified Mobility cc_cptz_a10_it_enus

■ CIPT2 8.0: Implementing Cisco Unified Communications Manager Part 2

Cisco CIPT2 8.0: Multisite Deployment Issues and Solutions Overview cc_cpty_a01_it_enus

Cisco CIPT2 8.0: Multisite Deployment Implementation cc_cpty_a02_it_enus

Cisco CIPT2 8.0: Centralized Call-Processing Redundancy Implementation cc_cpty_a03_it_enus

Cisco CIPT2 8.0: Bandwidth Management and CAC Implementation cc_cpty_a04_it_enus

Cisco CIPT2 8.0: Features and Applications for Multisite Deployments cc_cpty_a05_it_enus

Cisco CIPT2 8.0: Call Control Discovery cc_cpty_a06_it_enus

■ ICOMM 8.0: Introducing Cisco Voice and Unified Communications Administration

Cisco ICOMM 8.0: CUC Solutions cc_comm_a01_it_enus

Cisco ICOMM 8.0: Administrator and End-User Interfaces cc_comm_a02_it_enus

Cisco ICOMM 8.0: Call Flows in CUC Systems cc_comm_a03_it_enus

Cisco ICOMM 8.0: Endpoint and User Administration cc_comm_a04_it_enus

Cisco ICOMM 8.0: End User Telephony and Mobility Features cc_comm_a05_it_enus

Cisco ICOMM 8.0: Configuring Mobility Features cc_comm_a06_it_enus

Cisco ICOMM 8.0: Enablement of Cisco Unity Connection and Voice Mailbox Optionscc_comm_a07_it_enus

Cisco ICOMM 8.0: Cisco Unified Presence cc_comm_a08_it_enus

Cisco ICOMM 8.0: Cisco Unified Communications Solution Maintenancecc_comm_a09_it_enus

Cisco ICOMM 8.0: RTMT, Monitoring Voice Mail and the Disaster Recovery System cc_comm_a10_it_enus

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Test Preps

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■ Test Preps

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Querying XML Data with XPath and XQuery	wd_xmle_a04_it_enus

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■ IT Infrastructure Library (ITIL®) 2011 Edition Foundation Syllabus

ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle ib_itlv_a01_it_enus
ITIL® 2011 Edition Foundation: Service Strategy Fundamentalsib_itlv_a02_it_enus
ITIL® 2011 Edition Foundation: Service Strategy Processesib_itlv_a03_it_enus
ITIL® 2011 Edition Foundation: Service Design Fundamentalsib_itlv_a04_it_enus
ITIL® 2011 Edition Foundation: Service Design Processesib_itlv_a05_it_enus
ITIL® 2011 Edition Foundation: Service Transition Processes and Policies.....ib_itlv_a06_it_enus
ITIL® 2011 Edition Foundation: Introduction to Service Operation.....ib_itlv_a07_it_enus
ITIL® 2011 Edition Foundation: Service Operation Processes.....ib_itlv_a08_it_enus
ITIL® 2011 Edition Foundation: Continual Service Improvementib_itlv_a09_it_enus

■ ITIL® 2011 Edition Intermediate Level: Operational Support & Analysis (OSA)

ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis.....ib_iosb_a01_it_enus
ITIL® 2011 Edition OSA: Introduction to Incident Management.....ib_iosb_a03_it_enus
ITIL® 2011 Edition OSA: Introduction to Event Managementib_iosb_a02_it_enus
ITIL® 2011 Edition OSA: Technology and Implementation Considerations.....ib_iosb_a14_it_enus
ITIL® 2011 Edition OSA: Incident Management Interactions.....ib_iosb_a04_it_enus
ITIL® 2011 Edition OSA: Introduction to Request Fulfillment.....ib_iosb_a05_it_enus

ITIL® 2011 Edition OSA: Request Fulfillment Process Interfaces and Challenges ... ib_iosb_a06_it_enus
ITIL® 2011 Edition OSA: Introduction to Problem Management.....ib_iosb_a07_it_enus
ITIL® 2011 Edition OSA: Problem Management Process Interfaces and Challenges ... ib_iosb_a08_it_enus
ITIL® 2011 Edition OSA: Introduction to Access Managementib_iosb_a09_it_enus
ITIL® 2011 Edition OSA: Introduction to the Service Desk.....ib_iosb_a10_it_enus
ITIL® 2011 Edition OSA: Service Desk Metrics and Outsourcing.....ib_iosb_a11_it_enus
ITIL® 2011 Edition OSA: Introduction to Functionsib_iosb_a12_it_enus
ITIL® 2011 Edition OSA: Function Activities ib_iosb_a13_it_enus

■ ITIL® 2011 Edition Overview

ITIL® 2011 Edition Overview: Creating a Service Cultureib_ovvx_a01_it_enus
ITIL® 2011 Edition Overview: Introduction to the ITIL® Frameworkib_ovvx_a02_it_enus
ITIL® 2011 Edition Overview: Certification and Benefitsib_ovvx_a03_it_enus

■ Technical Management Essentials

Transitioning from Technical Professional to Managementmgmt_19_a01_bs_enus
Strategies for Transitioning to Technical Managementmgmt_19_a02_bs_enus
Managing Technical Professionals mgmt_19_a03_bs_enus

■ Customer Service Representative, Professionalism

The Customer Service Representative (CSR) cust_06_a01_bs_enus
Support Center Services and Work Environment cust_06_a02_bs_enus
Team and Customer Relationships cust_06_a03_bs_enus

■ Customer Service Representative, Skills

Customer Interactionscust_07_a01_bs_enus
Communication Skillscust_07_a02_bs_enus
Conflict, Stress, and Time Management cust_07_a03_bs_enus

■ Customer Service Representative, Process

Customer Service Processes and Procedures cust_08_a01_bs_enus
Quality in a Support Centercust_08_a02_bs_enus
Support Center Tools, Technologies and Metricscust_08_a03_bs_enus

IT SKILLS COURSEWARE

Dealing with Irrational Customers and Escalating Complaints cust_08_a04_bs_enus

Anticipating and Solving Problems as a Project Champion _pc_bi_pmbi007
Addressing Stakeholder Conflicts _pc_bi_pmbi008
Portfolios, Programs, and Projects: What's the Difference? _pc_bi_pmbi009
Controlling Project Cost _pc_bi_pmbi010
Mitigating Risks when Improving Processes _pc_bi_pmbi011
Ethics and Risks: Why they Matter in Project Success _pc_ch_pmch003
Project Management Essentials _pc_ch_lach041

■ Writing Skills for Technical Professionals

Writing for Technical Professionals:
Preparation and Planning ib_wstp_a01_it_enus
Writing for Technical Professionals:
Effective Writing Techniques ib_wstp_a02_it_enus

■ IT Strategy Essentials

IT Strategy Essentials: Business and IT Strategy Alignment stgy_06_a01_bs_enus
IT Strategy Essentials: Creating an IT Strategy Plan stgy_06_a02_bs_enus
IT Strategy Essentials: Implementing an IT Strategy stgy_06_a03_bs_enus

■ Project Management Essentials (PMBOK® Guide - Fifth Edition-aligned)

Managing Projects within Organizations (PMBOK® Guide Fifth Edition) ... proj_19_a01_bs_enus
Project Management Overview (PMBOK® Guide Fifth Edition) ... proj_19_a02_bs_enus
Project Management Process Groups (PMBOK® Guide Fifth Edition) ... proj_19_a03_bs_enus

■ Project Integration Management (PMBOK® Guide - Fifth Edition-aligned)

Integrated Initiation and Planning (PMBOK® Guide Fifth Edition) ... proj_20_a01_bs_enus
Direct, Monitor, and Control Project Work (PMBOK® Guide Fifth Edition) ... proj_20_a02_bs_enus
Controlling Changes and Closing a Project (PMBOK® Guide Fifth Edition) ... proj_20_a03_bs_enus

■ Project Scope Management (PMBOK® Guide - Fifth Edition-aligned)

Project Requirements and Defining Scope (PMBOK® Guide Fifth Edition) ... proj_21_a01_bs_enus
Creating the Work Breakdown Structure (PMBOK® Guide Fifth Edition) ... proj_21_a02_bs_enus
Monitoring and Controlling Project Scope (PMBOK® Guide Fifth Edition) ... proj_21_a03_bs_enus

■ Project Time Management (PMBOK® Guide - Fifth Edition-aligned)

Defining and Sequencing Project Activities (PMBOK® Guide Fifth Edition) ... proj_22_a01_bs_enus
Estimating Activity Resources and Durations (PMBOK® Guide Fifth Edition) ... proj_22_a02_bs_enus
Developing and Controlling the Project Schedule (PMBOK® Guide Fifth Edition) ... proj_22_a03_bs_enus

TEST PREPS

■ Test Preps

TestPrep ITIL Foundation ib_itlv_a01_tp_enus

PROJECT EFFECTIVENESS

PROJECT MANAGEMENT CURRICULUM

■ Project Management for Non-Project Managers

Project Management Fundamentals proj_01_a01_bs_enus
Transitioning into a Project Management Role proj_01_a02_bs_enus
Initiating and Planning a Project proj_01_a03_bs_enus
Managing a Project proj_01_a04_bs_enus
Troubleshooting and Closing the Project proj_01_a05_bs_enus
Project Management for Non-Project Managers PROJ001A
Managing Projects with No Direct Authority _pc_bi_pmbi001
Supporting Project Managers _pc_ch_lach042
Ensuring Management Buy-In on a Project _pc_bi_pmbi002
Managing Conflict in Project Teams _pc_bi_pmbi003
Handling a Change Request _pc_ch_pmch001
Scope Definition Tools and Techniques _pc_ch_pmch002
Managing Scope on a Project _pc_bi_pmbi004
Weighing the Costs of Project Change _pc_bi_pmbi005
Managing Vendor Relationships _pc_bi_pmbi006

IT SKILLS COURSEWARE

■ Project Cost Management (PMBOK® Guide - Fifth Edition-aligned)

Planning Project Costs (PMBOK® Guide Fifth Edition) proj_23_a01_bs_enus
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■ Project Quality Management (PMBOK® Guide - Fifth Edition-aligned)

Plan Quality Management (PMBOK® Guide Fifth Edition) proj_24_a01_bs_enus
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■ Project Human Resource Management (PMBOK® Guide - Fifth Edition-aligned)

Planning Project Human Resources (PMBOK® Guide Fifth Edition)..... proj_25_a01_bs_enus
Managing Project Human Resources (PMBOK® Guide Fifth Edition)..... proj_25_a02_bs_enus

■ Project Communications Management (PMBOK® Guide - Fifth Edition-aligned)

Plan and Manage Project Communications (PMBOK® Guide Fifth Edition).. proj_26_a01_bs_enus
Control Project Communications (PMBOK® Guide Fifth Edition)..... proj_26_a02_bs_enus

■ Project Risk Management (PMBOK® Guide - Fifth Edition-aligned)

Risk Management Planning (PMBOK® Guide Fifth Edition) proj_27_a01_bs_enus
Identifying Project Risks (PMBOK® Guide Fifth Edition) proj_27_a02_bs_enus
Performing Risk Analysis (PMBOK® Guide Fifth Edition) proj_27_a03_bs_enus
Risk Response and Control (PMBOK® Guide Fifth Edition) proj_27_a04_bs_enus

■ Project Procurement Management (PMBOK® Guide - Fifth Edition-aligned)

Planning Project Procurement Management (PMBOK® Guide Fifth Edition).. proj_28_a01_bs_enus
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■ Project Stakeholder Management (PMBOK® Guide - Fifth Edition-aligned)

Project Stakeholder Management (PMBOK® Guide Fifth Edition) proj_29_a01_bs_enus
Managing and Controlling Stakeholder Engagement (PMBOK® Guide Fifth Edition)proj_29_a02_bs_enus

■ Project Management Essentials - (PMBOK® Guide - Fourth Edition-aligned)

Managing Projects within Organizations proj_05_a01_bs_enus
Project Management Overviewproj_05_a02_bs_enus
Project Management Process Groups proj_05_a03_bs_enus

■ Project Integration Management (PMBOK® Guide - Fourth Edition-aligned)

Integrated Initiation and Planningproj_06_a01_bs_enus
Integrated Project Execution, Monitoring, and Controlproj_06_a02_bs_enus
Integrated Project Change Control and Close proj_06_a03_bs_enus

■ Project Scope Management (PMBOK® Guide - Fourth Edition-aligned)

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Monitoring and Controlling Project Scope proj_07_a03_bs_enus

■ Project Time Management (PMBOK® Guide - Fourth Edition-aligned)

Defining and Sequencing Project Activities proj_08_a01_bs_enus
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■ Project Cost Management (PMBOK® Guide - Fourth Edition-aligned)

Estimating and Budgeting Project Costs proj_09_a01_bs_enus
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■ Project Quality Management (PMBOK® Guide - Fourth Edition-aligned)

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IT SKILLS COURSEWARE

■ Project Human Resource Management (PMBOK® Guide - Fourth Edition-aligned)

Planning Project Human Resources proj_11_a01_bs_enus
Managing Project Human Resources proj_11_a02_bs_enus
Planning and Managing Project Human Resources Simulation PROJ011A

■ Project Communications Management (PMBOK® Guide - Fourth Edition-aligned)

Stakeholders and the Communications Management Plan proj_12_a01_bs_enus
Processes for Managing Project Communications proj_12_a02_bs_enus
Communicating Effectively with Project Stakeholders Simulation..... PROJ012A

■ Project Risk Management (PMBOK® Guide - Fourth Edition-aligned)

Risk Management Planning proj_13_a01_bs_enus
Identifying Project Risks proj_13_a04_bs_enus
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■ Program Management (PMI® Second Edition-aligned)

Introduction to Program Management proj_16_a01_bs_enus
Program Life Cycle and Benefits Management proj_16_a02_bs_enus

■ Project Procurement Management (PMBOK® Guide - Fourth Edition-aligned)

Planning Project Procurement proj_14_a01_bs_enus
Managing Procurements proj_14_a02_bs_enus

■ Code of Ethics and Professional Conduct (PMI® Standard-aligned)

The Role of Ethics in Project Management proj_15_a01_bs_enus
Core PMI® Values and Ethical Standards proj_15_a02_bs_enus

■ IT Project Management Essentials

IT Project Management Essentials:
Introduction to IT Project Managementproj_17_a01_bs_enus
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IT Project Management Essentials: Executing IT Projects proj_17_a03_bs_enus

IT Project Management Essentials: Monitoring and Controlling IT Projects.....proj_17_a04_bs_enus

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IT Project Management Essentials: Testing Deliverables and Closing IT Projectsproj_17_a06_bs_enus

■ Managing Software Project Outsourcing

Managing Software Project Outsourcing:
Preparing to Manage an Outsourced Projectproj_18_a01_bs_enus
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Dealing with Risks.....proj_18_a04_bs_enus

■ Agile Practitioner - (PMI-ACP & ScrumMaster aligned)

Agile Project Management Essentials ib_pmag_a01_it_enus
Adopting an Agile Approach to Project Managementib_pmag_a02_it_enus
An Overview of Agile Methodologies ib_pmag_a03_it_enus
Overview of the Scrum Development Process ib_pmag_a04_it_enus
Agile Planning: Project Initiating and Requirements Gatheringib_pmag_a05_it_enus
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Managing Stakeholder Engagement on an Agile Project.....ib_pmag_a09_it_enus
Ensuring Delivery of Value and Quality in Agile Projectsib_pmag_a10_it_enus
Core PMI® Values and Ethical Standards proj_15_a02_bs_enus

■ PRINCE2®: 2009 Foundation

Overview of Project Management (PRINCE2®: 2009-aligned)ib_prin_a01_it_enus
Project Organization, Planning and Risk (PRINCE2®: 2009-aligned).....ib_prin_a02_it_enus
Project Quality, Change and Progress (PRINCE2®: 2009-aligned).....ib_prin_a03_it_enus
Starting Up, Initiating and Directing a Project (PRINCE2®: 2009-aligned)....ib_prin_a04_it_enus
Controlling, Managing and Closing a Project (PRINCE2®: 2009-aligned).....ib_prin_a05_it_enus
Tailoring PRINCE2 to a Project Environment (PRINCE2®: 2009-aligned).....ib_prin_a06_it_enus

IT SKILLS COURSEWARE

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Mentoring Project Management Professional (PMP) PMBOK Guide 5th Edition Aligned..... mnntpmp5ed
Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed. mntcapm5ed

Test Preps

TestPrep PRINCE2: Foundation ib_prin_a01_tp_enus
TestPrep Project Management Professional (PMP) PMBOK Guide 5th Edition Alignedpm_proj_a04_tp_enus
TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.pm_capm_a02_tp_enus

PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM

Optimizing Your Performance On a Team

Being an Effective Team Member team_02_a01_bs_enus
Establishing Team Goals and Responsibilities team_02_a02_bs_enus
Elements of a Cohesive Team team_02_a03_bs_enus
Effective Team Communication ... team_02_a04_bs_enus
Using Feedback to Improve Team Performance team_02_a05_bs_enus
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Meeting Team Performance Challenges .._pc_ch_pach010

PROJECT EFFECTIVENESS

BUSINESS ANALYSIS

Certified Business Analysis Professional (CBAP™) - BABOK® Guide V2.0 aligned

Introduction to Business Analysis and Essential Competenciesib_buap_a01_it_enus
Introduction to Business Analysis Planning ib_buap_a02_it_enus
Planning Business Analysis Communication and Monitoringib_buap_a03_it_enus
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Business Analysis Requirements Management and Communicationib_buap_a05_it_enus
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Business Analysis: Introduction to Requirements Analysisib_buap_a07_it_enus
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Leading Teams

Leading Teams: Launching a Successful Team team_03_a01_bs_enus
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Leading Teams: Developing the Team and its Culture..... team_03_a03_bs_enus
Leading Teams: Building Trust and Commitment team_03_a04_bs_enus
Leading Teams: Fostering Effective Communication and Collaboration team_03_a05_bs_enus
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Leading Teams: Dealing with Conflict team_03_a07_bs_enus
Leading Teams: Managing Virtual Teams team_03_a08_bs_enus
Building Trust Incrementally_pc_bi_lsbi004
Inspiring your Team_pc_bi_lsbi010
Support Your Leader_pc_bi_pfbi010
Developing Self-Sufficient Teams_pc_ch_mgch001
Choosing the Right Team Culture_pc_ch_pfch006
Managing Communications in a Virtual Team _pc_bi_mgb001
Building and Leading Teams_pc_ch_lach023

DESKTOP SKILLS COURSEWARE

DESKTOP SKILLS COURSEWARE

DESKTOP COMPUTER SKILLS

ADOBE

■ Adobe Flash CS5

- Introduction to Adobe Flash Professional CS5 at_fcsp_a01_it_enus
- Drawing and Working with Images in Flash CS5 at_fcsp_a02_it_enus
- Using Flash CS5 Libraries, Text, and Components at_fcsp_a03_it_enus
- Animation in Flash CS5 at_fcsp_a04_it_enus
- ActionScript and Multimedia in Flash CS5 at_fcsp_a05_it_enus
- Creating Navigation and Publishing Movies in Flash CS5 at_fcsp_a06_it_enus

■ Adobe Photoshop CS5

- Photoshop CS5: Getting Started at_pcsp_a01_it_enus
- Photoshop CS5: Beyond the Basics .. at_pcsp_a02_it_enus

■ Adobe Dreamweaver CS5

- Setting up a Site and Adding Content in Dreamweaver CS5 at_dcsp_a01_it_enus
- Adding Links and Images in Dreamweaver CS5 at_dcsp_a02_it_enus
- Tables, Accessibility, and Standards in Dreamweaver CS5 at_dcsp_a03_it_enus
- Reusing Content in Dreamweaver CS5 at_dcsp_a04_it_enus
- Creating Interactive Web Pages in Dreamweaver CS5 at_dcsp_a05_it_enus
- Cascading Style Sheets in Dreamweaver CS5 at_dcsp_a06_it_enus

■ Adobe PhotoShop CS4

- Photoshop CS4: Getting Started at_pcsf_a01_it_enus
- Photoshop CS4: Beyond the Basics .. at_pcsf_a02_it_enus

■ Adobe Illustrator CS4

- Illustrator CS4: Getting Started at_icsf_a01_it_enus
- Illustrator CS4: Beyond the Basics at_icsf_a02_it_enus

■ Adobe InDesign CS4

- Adobe InDesign CS4: Fundamentals at_idcs_a01_it_enus

■ Adobe Dreamweaver CS4

- Setting up a Site and Adding Content in Dreamweaver CS4 at_dcsf_a01_it_enus

- Adding Links and Images in Dreamweaver CS4 at_dcsf_a02_it_enus
- Tables, Accessibility, and Standards in Dreamweaver CS4 at_dcsf_a03_it_enus
- Reusing Content in Dreamweaver CS4 at_dcsf_a04_it_enus
- Creating Interactive Web Pages in Dreamweaver CS4 at_dcsf_a05_it_enus
- Cascading Style Sheets in Dreamweaver CS4 at_dcsf_a06_it_enus
- Dreamweaver CS4 Site Maintenance and Advanced Concepts at_dcsf_a07_it_enus

■ Adobe Flash CS4

- Introduction to Adobe Flash CS4 Professional at_fcsf_a01_it_enus
- Drawing and Working with Images in Flash CS4 at_fcsf_a02_it_enus
- Using Flash CS4 Libraries, Text, and Components at_fcsf_a03_it_enus
- Animation in Flash CS4 at_fcsf_a04_it_enus
- ActionScript and Multimedia in Flash CS4 at_fcsf_a05_it_enus
- Workflow and Adobe Integration in Flash CS4 at_fcsf_a06_it_enus
- Creating Navigation and Publishing Movies in Flash CS4 at_fcsf_a07_it_enus

■ Adobe AIR for Flash Developers

- Adobe Air for Flash CS4 Developers at_aafdf_a01_it_enus

■ Adobe Fireworks CS4

- Adobe Fireworks CS4: Fundamentals at_fwcs_a01_it_enus

■ Adobe Captivate 4

- Adobe Captivate 4 at_capv_a01_it_enus

■ Adobe Reader X

- Adobe Reader X at_adre_a01_dt_enus

■ Adobe Reader 9

- Adobe Reader 9 at_rean_a01_dt_enus

■ Adobe Reader 8.0

- Using Adobe Reader 8 at_adar_a01_dt_enus

■ Adobe Acrobat 9

- Adobe Acrobat 9: Fundamentals at_adan_a01_it_enus

DESKTOP SKILLS COURSEWARE

■ Adobe Acrobat 8.0

- Creating and Working with PDFs in Adobe Acrobat 8 at_adab_a01_dt_enus
- Editing and Reviewing in Adobe Acrobat 8 at_adab_a02_dt_enus
- Forms and Document Security in Adobe Acrobat 8 at_adab_a03_dt_enus
- Advanced Features of Adobe Acrobat 8 at_adab_a04_dt_enus

■ Adobe AIR 3

- Adobe Air 3 for Flash CS5.5 Developers at_airr_a01_it_enus

■ Adobe InDesign CS5

- Adobe InDesign CS5: Fundamentals .at_idct_a01_it_enus

DESKTOP COMPUTER SKILLS

BEST PRACTICES FOR DESKTOP USERS

■ Information Security for End Users

- Introduction to Information Security .db_iseu_a01_dt_enus
- Using your Desktop Computer and Mobile Devices Safelydb_iseu_a02_dt_enus
- Using E-mail, the Internet, and Social Media Safely in a Corporate Environment ..db_iseu_a03_dt_enus

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE 2013

■ Microsoft Office 2013: Advanced Excel

- Creating and Customizing Visual Elements in Excel 2013 mo_adel_a01_dt_enus
- Customizing Options and Views in Excel 2013 mo_adel_a02_dt_enus
- Manipulating Data in Excel 2013 ... mo_adel_a03_dt_enus
- Data Search, Data Validation, and Macros in Excel 2013 mo_adel_a04_dt_enus

■ Microsoft Office 2013: Advanced Word

- Advanced Formatting in Word 2013 mo_adwo_a01_dt_enus
- Customizing Document Layout in Word 2013 mo_adwo_a02_dt_enus
- Advanced Table Customization in Word 2013 mo_adwo_a03_dt_enus
- Inserting and Formatting Graphics in Word 2013mo_adwo_a04_dt_enus
- Navigating and Reviewing Documents in Word 2013mo_adwo_a05_dt_enus
- Reference Tools and Mail Merge in Word 2013 mo_adwo_a06_dt_enus

- Adjusting Document Views and Customizing the Appearance of Word 2013mo_adwo_a07_dt_enus
- Sharing and Collaboration in Word 2013 mo_adwo_a08_dt_enus

■ Microsoft Office 2013: Beginning Excel

- Creating Workbooks, Worksheets, and Data in Excel 2013mo_bgel_a01_dt_enus
- Saving and Printing Data in Excel 2013 mo_bgel_a02_dt_enus
- Formatting Cells and Worksheets in Excel 2013mo_bgel_a03_dt_enus
- Formatting Data in Excel 2013mo_bgel_a04_dt_enus
- Presenting Data using Conditional Formatting and Sparklines in Excel 2013.....mo_bgel_a05_dt_enus
- Performing Calculations Using Functions in Excel 2013mo_bgel_a06_dt_enus
- Presenting Data in Tables and Charts in Excel 2013mo_bgel_a07_dt_enus

■ Microsoft Office 2013: Beginning Outlook

- Working with e-mail in Outlook 2013 mo_bgou_a01_dt_enus
- Managing E-mail in Outlook 2013 .mo_bgou_a02_dt_enus
- Working with Contacts in Outlook 2013 mo_bgou_a03_dt_enus
- Scheduling with Appointments, Events, and Tasks in Outlook 2013mo_bgou_a04_dt_enus
- Working with Meetings in Outlook 2013 mo_bgou_a05_dt_enus

■ Microsoft Office 2013: Beginning PowerPoint

- Creating Presentations in PowerPoint 2013 mo_bgpw_a01_dt_enus
- Enhancing PowerPoint 2013 Presentations mo_bgpw_a02_dt_enus
- Animations and Media in PowerPoint 2013 mo_bgpw_a03_dt_enus
- Finalizing a PowerPoint 2013 Presentation mo_bgpw_a04_dt_enus

■ Microsoft Office 2013: Beginning Word

- Performing Basic Tasks in Word 2013 mo_bgwo_a01_dt_enus
- Editing and Formatting in Word 2013 mo_bgwo_a02_dt_enus
- Using Tables in Word 2013mo_bgwo_a05_dt_enus
- Structuring a Document in Word 2013 mo_bgwo_a03_dt_enus
- Adding Lists and Objects in Word 2013 mo_bgwo_a04_dt_enus

■ Microsoft Office 2013: SharePoint for End Users

- Navigating, Lists, Libraries, Alerts, and Document Sets in SharePoint 2013mo_speu_a01_dt_enus
- My Site and Social Features in SharePoint 2013.....mo_speu_a02_dt_enus
- Community Sites, Search, and Office Integration in SharePoint 2013.....mo_speu_a03_dt_enus

DESKTOP SKILLS COURSEWARE

■ Microsoft Office 2013: Advanced Outlook

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Mail Automation, Cleanup, and Storage in Outlook 2013 mo_adou_a03_dt_enus
Collaboration and Customization with the Calendar, Contacts and Tasks in Outlook 2013 mo_adou_a04_dt_enus

■ Microsoft Office 2013: Power User Excel

Sharing and Linking Data, and Adding Office Apps to Excel 2013 mo_puel_a01_dt_enus
Advanced Formulas and Functions in Excel 2013 mo_puel_a04_dt_enus

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE 2010

■ Microsoft Office 2010: New Features

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Office 2010 Web Apps and New Features in Publisher and Mobile mo_otnf_a03_dt_enus

■ Microsoft Office 2010 New Features for Users Migrating from Office 2003

The New Office 2010 Interface, Word 2010, and Excel 2010 mo_nfum_a01_dt_enus
Outlook 2010 and Collaboration in Office 2010 mo_nfum_a02_dt_enus
New Features for PowerPoint, Publisher, and Access in Office 2010 mo_nfum_a03_dt_enus

■ Microsoft Office 2010: Beginning Word

Getting Started with Word 2010 ... mo_bwrd_a01_dt_enus
Formatting and Working with Text in Word 2010 mo_bwrd_a02_dt_enus
Organizing and Arranging Text in Word 2010 mo_bwrd_a03_dt_enus
Moving Around in Word 2010 mo_bwrd_a04_dt_enus
Structuring Word 2010 Documents mo_bwrd_a05_dt_enus
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Mentoring Asset

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Playing the Devil's Advocate in Decision Making	_pc_bi_pfbi005
Turning Problems Around with Reverse Brainstorming.....	_pc_bi_lsbi017
Problem Solving: Process, Tools, and Techniques	_pc_ch_pach003

■ Dealing with Organizational Change

Understanding Organizational Change	pd_13_a01_bs_enus
Preparing for Organizational Change	pd_13_a02_bs_enus
Embracing Organizational Change	pd_13_a03_bs_enus
Managing the Stress of Organizational Change	_pc_bi_mgb004
The Importance of Flexibility in the Workplace	_pc_bi_pfbi007
Developing Organizational Agility	_pc_ch_pach024

■ Critical Thinking Essentials

Critical Thinking Essentials: What Is Critical Thinking?	pd_14_a01_bs_enus
Critical Thinking Essentials: Applying Critical Thinking Skills	pd_14_a02_bs_enus
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■ Building and Maintaining Trust

Building Trust	pd_15_a01_bs_enus
Rebuilding Trust	pd_15_a02_bs_enus
Rebuilding Trust	_pc_bi_pabi005
The Fruits of Integrity: Building Trust at Work	_pc_ch_pach012

■ Personal Productivity Improvement

- Personal Productivity Improvement: Managing Your Workspace pd_16_a01_bs_enus
Personal Productivity: Self-organization and Overcoming Procrastination pd_16_a02_bs_enus
Personal Productivity Improvement: Managing Tasks and Maximizing Productivity ... pd_16_a03_bs_enus

■ Peer Relationships

- The Value of Peer Relationships pd_17_a01_bs_enus
Developing Strategic Peer Relationships in Your Organization pd_17_a02_bs_enus
Forming Peer Relationships and Alliances at Work pd_17_a03_bs_enus
Peer Political Styles _pc_bi_pabi010
Building Better Relationships through Understanding _pc_ch_pach017
Building Peer Relationships _pc_ch_pach019

■ Business Ethics

- Introduction to Workplace Ethics pd_18_a01_bs_enus
Developing a Code of Ethical Conduct pd_18_a02_bs_enus
Ethical Decision-making in the Workplace pd_18_a03_bs_enus
Do You Share Your Organization's Values? _pc_bi_pabi006
Office Politics – What Will You Do? _pc_ch_pfch004
Ethical self-Promotion _pc_ch_pfch005
Ethics, Integrity and Trust _pc_ch_lach005
The Ethics Enigma _pc_ch_pach020

■ Living and Working Abroad in the United States

- American Work Culture and Values . pd_19_a01_bs_enus
Key Aspects of the American Work Environment pd_19_a02_bs_enus
Communicating Successfully in the American Workplace pd_19_a03_bs_enus
Succeeding in the American Workplace pd_19_a04_bs_enus

■ Interviewing Strategies for the Interviewee

- Preparing for an Internal Interview ... pd_21_a01_bs_enus
Making a Positive Impression in an Internal Interview pd_21_a02_bs_enus

■ Campus to Corporate

- Campus to Corporate: Meeting New Expectations pd_22_a01_bs_enus
Campus to Corporate: Developing a Professional Image pd_22_a02_bs_enus

■ Public Speaking Strategies

- Public Speaking Strategies: Preparing Effective Speeches pd_23_a01_bs_enus
Public Speaking Strategies: Confident Public Speaking pd_23_a02_bs_enus

■ Performance under Pressure

- Developing the Right Attitude for Performing under Pressure pd_24_a01_bs_enus
Taking Action for Performing under Pressure pd_24_a02_bs_enus
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■ Business Etiquette and Professionalism

- Developing Your Reputation of Professionalism with Business Etiquette pd_25_a01_bs_enus
Professionalism, Business Etiquette, and Personal Accountability pd_25_a02_bs_enus
Communicating with Professionalism and Etiquette pd_25_a03_bs_enus
Using Business Etiquette to Build Professional Relationships pd_25_a04_bs_enus
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Disciplines of Organizational Learning:
Personal Mastery _pc_bi_pfbi011
Safe Small Talk _pc_bi_pfbi012
Reframing Negative Situations _pc_bi_hrbi008
Managing Goals _pc_ch_lach027
Broadening Your Learning Horizons _pc_bi_pabi013
Targeting Personal Learning _pc_ch_pach022

■ Perseverance and Resilience

- Developing Character for Perseverance and Resilience pd_26_a01_bs_enus
Achieving Goals through Perseverance and Resilience pd_26_a02_bs_enus
Bouncing Back with Perseverance and Resilience pd_26_a03_bs_enus
Perseverance: Flexibility in Action _pc_bi_pabi004
Persevering through Setbacks _pc_ch_pach011

■ Decisiveness

- Developing Character for Decisiveness pd_27_a01_bs_enus
Overcoming the Barriers to Decisiveness pd_27_a02_bs_enus

■ Writing Under Pressure

- Writing under Pressure: Preparing for Success..... pd_28_a01_bs_enus
Writing under Pressure: The Writing Process pd_28_a02_bs_enus

PROJECT EFFECTIVENESS

PROJECT MANAGEMENT CURRICULUM

■ Project Management for Non-Project Managers

- Project Management Fundamentals proj_01_a01_bs_enus
Transitioning into a Project Management Role proj_01_a02_bs_enus
Initiating and Planning a Project proj_01_a03_bs_enus
Managing a Project proj_01_a04_bs_enus
Troubleshooting and Closing the Project proj_01_a05_bs_enus
Project Management for Non-Project Managers PROJ001A
Managing Projects with No Direct Authority _pc_bi_pmbi001
Supporting Project Managers _pc_ch_lach042
Ensuring Management Buy-In on a Project _pc_bi_pmbi002
Managing Conflict in Project Teams _pc_bi_pmbi003
Handling a Change Request _pc_ch_pmch001
Scope Definition Tools and Techniques .. _pc_ch_pmch002
Managing Scope on a Project _pc_bi_pmbi004
Weighing the Costs of Project Change _pc_bi_pmbi005
Managing Vendor Relationships _pc_bi_pmbi006
Anticipating and Solving Problems as a Project Champion..... _pc_bi_pmbi007
Addressing Stakeholder Conflicts _pc_bi_pmbi008
Portfolios, Programs, and Projects: What's the Difference? _pc_bi_pmbi009
Controlling Project Cost _pc_bi_pmbi010
Mitigating Risks when Improving Processes _pc_bi_pmbi011
Ethics and Risks: Why they Matter in Project Success..... _pc_ch_pmch003
Project Management Essentials _pc_ch_lach041

■ Project Management Essentials (PMBOK® Guide - Fifth Edition-aligned)

- Managing Projects within Organizations (PMBOK®; Guide Fifth Edition).. proj_19_a01_bs_enus
Project Management Overview (PMBOK®; Guide Fifth Edition)..... proj_19_a02_bs_enus
Project Management Process Groups (PMBOK®; Guide Fifth Edition).. proj_19_a03_bs_enus

■ Project Integration Management (PMBOK® Guide - Fifth Edition-aligned)

- Integrated Initiation and Planning (PMBOK®; Guide Fifth Edition)...proj_20_a01_bs_enus
Direct, Monitor, and Control Project Work (PMBOK®; Guide Fifth Edition)...proj_20_a02_bs_enus
Controlling Changes and Closing a Project (PMBOK®; Guide Fifth Edition)...proj_20_a03_bs_enus

■ Project Scope Management (PMBOK® Guide - Fifth Edition-aligned)

- Project Requirements and Defining Scope (PMBOK®; Guide Fifth Edition)...proj_21_a01_bs_enus
Creating the Work Breakdown Structure (PMBOK®; Guide Fifth Edition)...proj_21_a02_bs_enus
Monitoring and Controlling Project Scope (PMBOK®; Guide Fifth Edition)...proj_21_a03_bs_enus

■ Project Time Management (PMBOK® Guide - Fifth Edition-aligned)

- Defining and Sequencing Project Activities (PMBOK®; Guide Fifth Edition)...proj_22_a01_bs_enus
Estimating Activity Resources and Durations (PMBOK®; Guide Fifth Edition)...proj_22_a02_bs_enus
Developing and Controlling the Project Schedule (PMBOK®; Guide Fifth Edition)proj_22_a03_bs_enus

■ Project Cost Management (PMBOK® Guide - Fifth Edition-aligned)

- Planning Project Costs (PMBOK® Guide Fifth Edition).....proj_23_a01_bs_enus
Controlling Project Costs (PMBOK®; Guide Fifth Edition).....proj_23_a02_bs_enus

■ Project Quality Management (PMBOK® Guide - Fifth Edition-aligned)

- Plan Quality Management (PMBOK®; Guide Fifth Edition).....proj_24_a01_bs_enus
Quality Assurance and Quality Control (PMBOK®; Guide Fifth Edition)...proj_24_a02_bs_enus

■ Project Human Resource Management (PMBOK® Guide - Fifth Edition-aligned)

- Planning Project Human Resources (PMBOK®; Guide Fifth Edition)proj_25_a01_bs_enus
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■ Project Communications Management (PMBOK® Guide - Fifth Edition-aligned)	■ Project Scope Management (PMBOK® Guide - Fourth Edition-aligned)
Plan and Manage Project Communications (PMBOK® Guide Fifth Edition) .. proj_26_a01_bs_enus Control Project Communications (PMBOK® Guide Fifth Edition)..... proj_26_a02_bs_enus	Project Requirements and Defining Scope proj_07_a01_bs_enus Create Work Breakdown Structure .proj_07_a02_bs_enus Monitoring and Controlling Project Scope proj_07_a03_bs_enus
■ Project Risk Management (PMBOK® Guide - Fifth Edition-aligned)	■ Project Time Management (PMBOK® Guide - Fourth Edition-aligned)
Risk Management Planning (PMBOK® Guide Fifth Edition) proj_27_a01_bs_enus Identifying Project Risks (PMBOK® Guide Fifth Edition) proj_27_a02_bs_enus Performing Risk Analysis (PMBOK® Guide Fifth Edition) proj_27_a03_bs_enus Risk Response and Control (PMBOK® Guide Fifth Edition) proj_27_a04_bs_enus	Defining and Sequencing Project Activities proj_08_a01_bs_enus Estimating Activity Resources and Durations proj_08_a02_bs_enus Developing and Controlling the Project Scheduleproj_08_a03_bs_enus
■ Project Procurement Management (PMBOK® Guide - Fifth Edition-aligned)	■ Project Cost Management (PMBOK® Guide - Fourth Edition-aligned)
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■ Project Stakeholder Management (PMBOK® Guide - Fifth Edition-aligned)	■ Project Quality Management (PMBOK® Guide - Fourth Edition-aligned)
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■ Project Management Essentials - (PMBOK® Guide - Fourth Edition-aligned)	■ Project Human Resource Management (PMBOK® Guide - Fourth Edition-aligned)
Managing Projects within Organizations proj_05_a01_bs_enus Project Management Overview proj_05_a02_bs_enus Project Management Process Groups proj_05_a03_bs_enus	Planning Project Human Resources proj_11_a01_bs_enus Managing Project Human Resources proj_11_a02_bs_enus Planning and Managing Project Human Resources Simulation PROJ011A
■ Project Integration Management (PMBOK® Guide - Fourth Edition-aligned)	■ Project Communications Management (PMBOK® Guide - Fourth Edition-aligned)
Integrated Initiation and Planning ... proj_06_a01_bs_enus Integrated Project Execution, Monitoring, and Control..... proj_06_a02_bs_enus Integrated Project Change Control and Close proj_06_a03_bs_enus	Stakeholders and the Communications Management Plan.....proj_12_a01_bs_enus Processes for Managing Project Communicationsproj_12_a02_bs_enus Communicating Effectively with Project Stakeholders Simulation PROJ012A
■ Project Risk Management (PMBOK® Guide - Fourth Edition-aligned)	■ Project Risk Management (PMBOK® Guide - Fourth Edition-aligned)
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■ Program Management (PMI® Second Edition-aligned)

Introduction to Program Management proj_16_a01_bs_enus
Program Life Cycle and Benefits Management proj_16_a02_bs_enus

■ Project Procurement Management (PMBOK® Guide - Fourth Edition-aligned)

Planning Project Procurement proj_14_a01_bs_enus
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■ Code of Ethics and Professional Conduct (PMI® Standard-aligned)

The Role of Ethics in Project Management proj_15_a01_bs_enus
Core PMI® Values and Ethical Standards proj_15_a02_bs_enus

■ IT Project Management Essentials

IT Project Management Essentials:
Introduction to IT Project Managementproj_17_a01_bs_enus
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IT Project Management Essentials: Executing IT Projects proj_17_a03_bs_enus
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IT Project Management Essentials: Managing Risks in an IT Project proj_17_a05_bs_enus
IT Project Management Essentials: Testing Deliverables and Closing IT Projectsproj_17_a06_bs_enus

■ Managing Software Project Outsourcing

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■ Agile Practitioner - (PMI-ACP & ScrumMaster aligned)

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Agile Planning: Project Initiating and Requirements Gathering ib_pmag_a05_it_enus
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■ PRINCE2®: 2009 Foundation

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Project Organization, Planning and Risk (PRINCE2®: 2009-aligned).....ib_prin_a02_it_enus
Project Quality, Change and Progress (PRINCE2®: 2009-aligned).....ib_prin_a03_it_enus
Starting Up, Initiating and Directing a Project (PRINCE2®: 2009-aligned)....ib_prin_a04_it_enus
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■ Mentoring Assets

Mentoring PRINCE2: Foundation mntprince2f
Mentoring Project Management Professional (PMP) PMBOK Guide 5th Edition Aligned.....mntpmp5ed
Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed. mntcapm5ed

■ Test Preps

TestPrep PRINCE2: Foundationib_prin_a01_tp_enus
TestPrep Project Management Professional (PMP) PMBOK Guide 5th Edition Alignedpm_proj_a04_tp_enus
TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.pm_capm_a02_tp_enu

PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM

■ Optimizing Your Performance On a Team

Being an Effective Team Member .team_02_a01_bs_enus
Establishing Team Goals and Responsibilities team_02_a02_bs_en

Elements of a Cohesive Team team_02_a03_bs_enus
Effective Team Communication ... team_02_a04_bs_enus
Using Feedback to Improve Team Performance team_02_a05_bs_enus
Power and Politics in Matrixed Teams ..._pc_ch_mgch002

SALES AND CUSTOMER FACING SKILLS

SALES CURRICULUM

Leading Teams

Leading Teams: Launching a Successful Team team_03_a01_bs_enus
Leading Teams: Establishing Goals, Roles, and Guidelines team_03_a02_bs_enus
Leading Teams: Developing the Team and its Culture..... team_03_a03_bs_enus
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Leading Teams: Fostering Effective Communication and Collaboration team_03_a05_bs_enus
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Sales Foundations

Introduction to Sales sale_01_a01_bs_enus
Strategic Sales Planning sale_01_a02_bs_enus
Preparing for Successful Sales sale_01_a03_bs_enus
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Working within the Sales Culture of Your Organization..... sale_01_a05_bs_enus
Developing a Customer-focused Sales Approach sale_01_a06_bs_enus
Don't Only Go For the Big Fish _pc_bi_spbi009
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Using Persuasion Techniques to Boost Sales _pc_bi_spbi018
Get It Together: Organizing Your Sales Approach....._pc_bi_sabi002
Presentations that Get People Talking_pc_bi_sabi003
Initiating Discovery Meetings_pc_ch_sach001
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Building Momentum in Discovery Meetings _pc_bi_sabi011
Using Customer Knowledge to Advance Sales _pc_ch_sach006
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Getting Your Head Around Pipeline Management _pc_bi_sabi013
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PROJECT EFFECTIVENESS

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Sales Negotiations

Negotiation Skills for Sales Professionals:
Preparing to Negotiate sale_02_a01_bs_enus
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Value Exchange sale_02_a02_bs_enus
Negotiation Skills for Sales Professionals:
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Dealing with Questions, Objections, and Resistance_pc_bi_sabi005
Dealing with Negotiation Challenges_pc_bi_sabi009
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Communicating Your Company's Value .._pc_ch_sach004
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Negotiating with Your Customer_pc_ch_sach009

Solution Selling

Solution Selling: Mastering the Essentials sale_03_a01_bs_enus

Solution Selling: Meeting an Active Need sale_03_a02_bs_enus
Solution Selling: Creating New Opportunities sale_03_a03_bs_enus
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Preparing to Implement Solutions_pc_ch_sach010
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Connecting Customers and Solutions_pc_bi_sabi008

■ Frontline Call Center Skills

Managing Your Time: The Importance of Call Tracking and Ticketing_pc_bi_ctbi003
Creating an Effective On-hold Message_pc_bi_ctbi008
Aligning Agent Behaviors with Caller Types _pc_bi_ctbi010
Determining Proper-Expectation-management Techniques_pc_ch_ctch001
Training Methods for CSRs in the Customer Contact Industry....._pc_ch_ctch002

■ Inbound Call Center Management

Converting a Call Center to a Profit Center _pc_bi_ctbi001
Managing Your Call Center More Efficiently _pc_bi_ctbi002
Customer Service Training – The Interview and Beyond....._pc_bi_ctbi004
Disaster Recovery – Keeping the Lines Open _pc_bi_ctbi005
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Workforce Management Software - Is It Worth It?_pc_bi_ctbi009
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■ ITIL® 2011 Edition Foundation Syllabus

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ITIL® 2011 Edition Foundation: Service Strategy Fundamentals.....ib_itlv_a02_it_enus
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ITIL® 2011 Edition Foundation: Service Design Processesib_itlv_a05_it_enus
ITIL® 2011 Edition Foundation: Service Transition Processes and Policiesib_itlv_a06_it_enus
ITIL® 2011 Edition Foundation: Introduction to Service Operationib_itlv_a07_it_enus
ITIL® 2011 Edition Foundation: Service Operation Processesib_itlv_a08_it_enus
ITIL® 2011 Edition Foundation: Continual Service Improvementib_itlv_a09_it_enus

■ ITIL® 2011 Edition Overview

ITIL® 2011 Edition Overview: Creating a Service Cultureib_ovvx_a01_it_enus
ITIL® 2011 Edition Overview: Introduction to the ITIL® Frameworkib_ovvx_a02_it_enus

SALES AND CUSTOMER FACING SKILLS

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ITIL® 2011 Edition Overview: Certification and Benefits ib_ovvx_a03_it_enus

Support Center Tools, Technologies and Metrics cust_08_a03_bs_enus
Dealing with Irrational Customers and Escalating Complaints cust_08_a04_bs_enus

■ ITIL® 2011 Edition Intermediate Level: Operational Support & Analysis (OSA)

ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis..... ib_iosb_a01_it_enus
ITIL® 2011 Edition OSA: Introduction to Event Management ib_iosb_a02_it_enus
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ITIL® 2011 Edition OSA: Incident Management Interactions..... ib_iosb_a04_it_enus
ITIL® 2011 Edition OSA: Introduction to Request Fulfillment..... ib_iosb_a05_it_enus
ITIL® 2011 Edition OSA: Request Fulfillment Process Interfaces and Challenges.... ib_iosb_a06_it_enus
ITIL® 2011 Edition OSA: Introduction to Problem Management..... ib_iosb_a07_it_enus
ITIL® 2011 Edition OSA: Problem Management Process Interfaces and Challenges.... ib_iosb_a08_it_enus
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ITIL® 2011 Edition OSA: Introduction to the Service Desk ib_iosb_a10_it_enus
ITIL® 2011 Edition OSA: Service Desk Metrics and Outsourcing ib_iosb_a11_it_enus
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■ Customer Service Representative, Professionalism

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Support Center Services and Work Environment cust_06_a02_bs_enus
Team and Customer Relationships cust_06_a03_bs_enus

SALES AND CUSTOMER FACING SKILLS

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■ Industry Overviews

The Telecommunications Industry Overview: Version 3..... indo_01_a11_bs_enus
The Health Care Industry Overview: Version 3 indo_01_a12_bs_enus
The Insurance Industry Overview: Version 3 indo_01_a13_bs_enus
The Banking Industry Overview: Version 3 indo_01_a14_bs_enus
The Oil and Gas Industry Overview: Version 3 indo_01_a15_bs_enus
The Retail Industry Overview: Version 3 indo_01_a16_bs_enus

■ Customer Service Representative, Process

Customer Service Processes and Procedures cust_08_a01_bs_enus
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The Manufacturing Industry Overview: Version
3indo_01_a17_bs_enus

The Pharmaceutical Industry Overview:
Version 3indo_01_a18_bs_enus

The Information Technology Industry
Overview: Version 3indo_01_a19_bs_enus

The Federal Government Industry Overview:
Version 3indo_01_a20_bs_enus

The Education Industry Overview: Version 1 indo_01_a21_bs_enus

The Utilities Industry Overview: Version 1 indo_01_a22_bs_enus

The Chemicals Industry Overview: Version 1 indo_01_a23_bs_enus

The Broadcasting & Entertainment Industry
Overview: Version 1indo_01_a24_bs_enus

The Capital Markets Industry Overview:
Version 1indo_01_a25_bs_enus

The Consumer Electronics Industry Overview:
Version 1indo_01_a26_bs_enus

The Aerospace & Defense Industry Overview:
Version 1indo_01_a27_bs_enus

The Biotechnology Industry Overview: Version
1indo_01_a28_bs_enus

The Automotive Industry Overview: Version 3 indo_01_a29_bs_enus

The Food and Beverage Industry Overview:
Version 3indo_01_a30_bs_enus

The Agriculture Industry Overview .indo_01_a31_bs_enus

SALES AND CUSTOMER FACING SKILLS

TESTPREPS

■ Test Preps

TestPrep ITIL Foundationib_itlv_a01_tp_enus

SALES AND CUSTOMER FACING SKILLS

MENTORING ASSETS

■ Mentoring Assets

Mentoring ITIL Foundationmntitv3f

ITS Institute

Student Registration Form

ITS Use Only

Entered by: _____
Date: _____

Name Mr./Ms.: _____		Social Security OR PID Number: _____			
Agency & Division Name: _____		Office Phone: _____		Fax Number: _____	
Office Address: (Specify Handmail, if applicable) _____		Cell Phone: _____			
City: _____	State: _____	Zip: _____	Email Address: _____		

Course No./Name	Section 1 st Choice	Section 2 nd Choice	Dates/Times	Course Cost	Materials Needed *
					All None

* Circle All or None. See the current schedule for materials needed for each course.

Bill State Agency

PLEASE DO NOT PREPAY.
AGENCIES WILL BE BILLED
FOR COURSE COSTS.

Bill Student

Bill Non-State Agency

All non-state employees and any registrant whose agency is not paying for the course(s) must pay **ON OR BEFORE** the class start date.

Agency/Employer Code: _____

Provider Number: _____

Agency must provide a 3-digit agency code and an 11-digit provider number for billing purposes. This information may be obtained from the SAAS (Statewide Automated accounting System) or the Education Assistant at (601) 432-8186.

Billing will be sent to the address given in the Student Information section, unless otherwise specified.

Supervisor Name: _____

Office Phone: _____

Supervisor Address: (Specify Handmail, if applicable) _____

City: _____

State: _____

Zip: _____

Email Address: _____

Please Read Carefully Before Signing:

All registration forms MUST be signed by the individual responsible for payment. If the student cancels a vendor-conducted course within thirty (30) days of the first class meeting or an ITS-conducted course within ten (10) days of the first class meeting, **the agency/student will be charged the full tuition.**

Authorized
Signature: _____

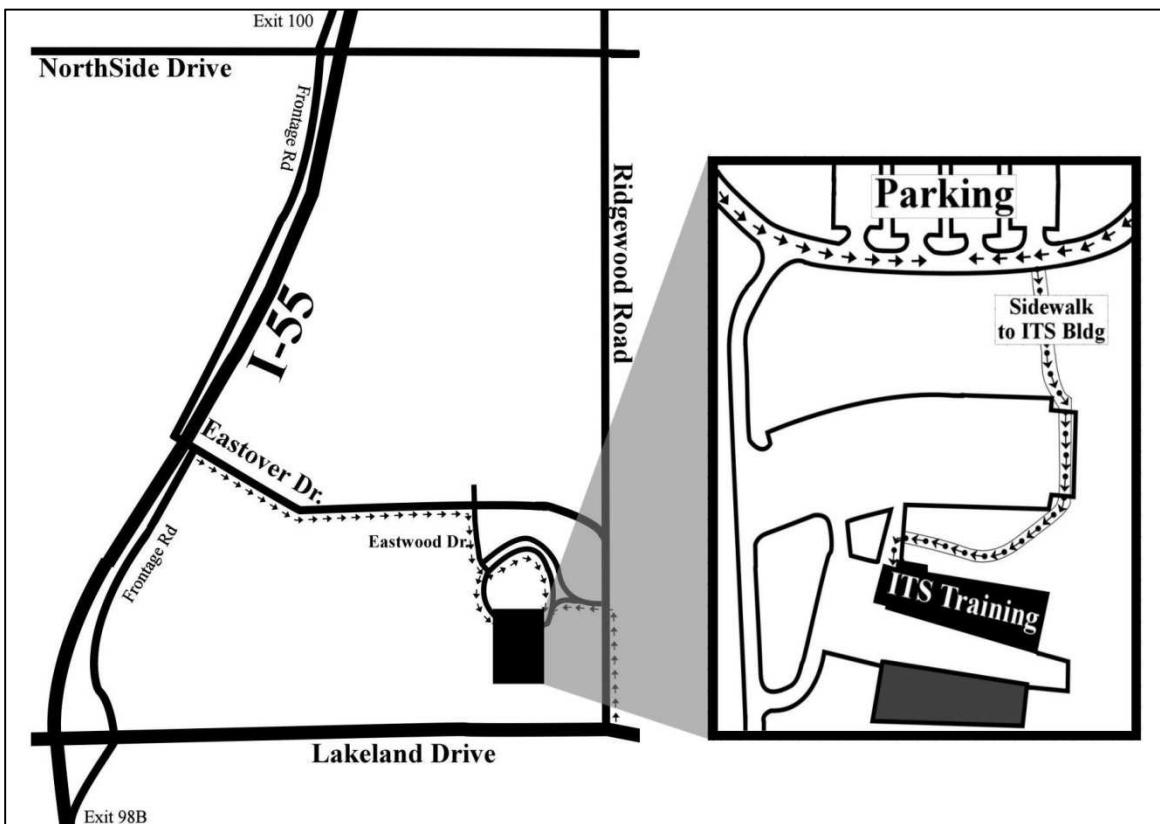
Date: _____

ITS Institute On-Line Training Registration Form		
Name: (Please Print) Mr./Ms.		
Social Security OR PID No.:		
Agency & Division Name:		
Office Address: (Specify Handmail, if applicable)		
City:	State:	Zip:
Office Phone:		
Fax Number:		
Cell Phone:		
Email Address:		
Course No./Name:		
ANNUAL SUBSCRIPTION FOR ON-LINE TRAINING		
COURSE COST: PLEASE CHECK ONE		
<input type="checkbox"/> ANNUAL SUBSCRIPTION FOR SKILLCHOICE COMPLETE ON-LINE TRAINING \$225 per person (includes Technical, Business, and Desktop courses, e-books, & mentoring)		
<input type="checkbox"/> ANNUAL SUBSCRIPTION FOR FULL LIBRARY ON-LINE TRAINING \$150 per person (includes Technical, Business, and Desktop courses)		
<input type="checkbox"/> ANNUAL SUBSCRIPTION FOR TECHNICAL LIBRARY ON-LINE TRAINING \$150 per person (includes Technical courses, e-books, & mentoring)		
<input type="checkbox"/> ANNUAL SUBSCRIPTION FOR BUSINESS LIBRARY ON-LINE TRAINING \$150 per person (includes Business courses, e-books, & mentoring)		
<input type="checkbox"/> ANNUAL SUBSCRIPTION FOR DESKTOP LIBRARY ON-LINE TRAINING \$55 per person (includes Desktop courses & e-books)		
<input type="checkbox"/> Bill State Agency	<input type="checkbox"/> Bill Student	<input type="checkbox"/> Bill Non-State Agency
PLEASE DO NOT PREPAY. AGENCIES WILL BE BILLED FOR COURSE COSTS.		
All non-state employees and any registrant whose agency is not paying for the course will be billed and must pay tuition and materials BEFORE the class begins.		
Agency/Employer Code: _____		
Provider No.: _____		
Supervisor's Name: (Please Print)		
<i>All registration forms MUST be signed by the individual responsible for payment.</i>		
_____ Authorized Signature		

PLEASE RETURN FORM TO:
 Susan McClain, ITS Education Services
 3771 Eastwood Drive
 Jackson, MS 39211
 Phone: (601) 432-8186
 Fax: (601) 713-6380
 susan.mcclain@its.ms.gov
ITS WEB Home Page:
<http://www.its.ms.gov>

Map and Directions

3771 Eastwood Drive, Jackson, MS 39211
(601) 432-8000



From North of Jackson:

- Take I-55 South to the Northside Drive exit (Exit 100).
- Get on I-55 Frontage Road South and cross over Meadowbrook Road.
- Continue on the frontage road until you reach Eastover Drive.
- Turn left onto Eastover Drive.
- Go under I-55, continuing on Eastover Drive until you reach Eastwood Drive.
- Turn right onto Eastwood Drive and circle around until you reach ITS at 3771 Eastwood Drive.

From South, East, or West of Jackson:

- Take I-20 to I-55 North and take the Lakeland Drive exit (Exit 98B).
- Cross over Lakeland Drive, staying on I-55 Frontage Road North until you reach Eastover Drive.
- Turn right onto Eastover Drive and continue until you reach Eastwood Drive.
- Turn right onto Eastwood Drive and circle around until you reach ITS at 3771 Eastwood Drive.

QUESTIONS & ANSWERS

1. What do I do if I need to cancel a class?

If you are unable to attend a class for which you have registered, please contact the ITS Institute immediately at (601) 432-8186. Registrants of ITS-conducted classes who cancel within 10 days of the first class meeting will be billed the full tuition. Registrants of vendor-conducted classes who cancel within 30 days of the first class meeting will be billed the full tuition. Substitutions are permissible any time prior to and including the day on which the course begins.

2. Why is being on time important?

Each course topic covered builds on the previous topic. There is a lot of material to be covered in each class, and it is disruptive to the entire class when someone arrives late and the instructor has to catch the late-comer up to rest of the class. For this reason, it is very important that everyone be on time for class.

3. What should I wear to class?

Please dress comfortably. Bring a jacket or sweater, as the room temperature may vary.

If you have further questions, please contact the ITS Institute at (601) 432-8186.

Thank you, and enjoy your training session!

ITS Contact Information

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Roger Graves

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Chief Administrative Officer:

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